THE CHILDRENS REPORTING AND INFORMATION SYSTEM (CHRIS) SATISFACTION SURVEY

The results of surveying staff to determine their satisfaction with the Division's State Automated Child Welfare Information system known as CHRIS.

July, 2000

CHILDREN'S REPORTING AND INFORMATION SYSTEM (CHRIS)
SATISFACTION SURVEY RESULTS

Introduction

A directive to establish and implement a national child welfare data reporting system was codified in Section 9943 of the Omnibus Budget Reconciliation Act of 1986 (Pub. L. 99-509) that amended the Social Security Act by adding section 479). States with federal funding could elect to develop a state automated child welfare information system (SACWIS). The Division examined the need for an information system due to federal reporting requirements and continuation of Federal Financial Participation. In addition, this information system would assist in meeting the federal reporting requirements for the Adoption and Foster Care Analysis and Reporting System (AFCARS).

In recognition of the critical need for an effective statewide-automated capability to support programs in a comprehensive fashion, funding was provided to states for the development and operation of a comprehensive system. The Division of Children and Family Services (DCFS) implemented the Children's Reporting and Information System (CHRIS) to replace the Division's outdated automation support for our family service workers. In developing this automation, the essential provisions of this system were to:

- improve the well being of children and families;
- to develop a system to ease the administrative duties of caseworkers and increase staff time with clients;
- make improvements in case practice; and,
- provide accurate and current information to assist in decision-making and program modification.

The CHRIS system provides Arkansas' Division of Children and Family Services with a single, integrated system to help staff and management in providing more effective and efficient operations within the functions of the child welfare system. CHRIS will support the full scope of services provided by the Division. The system serves as:

- a centralized source to store the local office client information;
- a worker based tickler system to remind workers of time sensitive tasks;
- an integrated information system;
- an accessible tool for workers (desktop or remote - 24 hours) and,
- compiler of information and data for state and federal reports.

The CHRIS system was implemented in phases beginning July of 1997. The last area in the state began using CHRIS in December of 1999. There have been a number of changes and enhancements to the system. Work continues on the system to complete the SACWIS requirements, to assist in assuring it is "user friendly" and to make additions to the system based on the Division policy.

Purpose

To seek opinions from the key "users" of our states' SACWIS system called CHRIS; a simple two-page survey was e-mailed to all staff in the Division. It was e-mailed on December 10, 1999. Attachment A list the instructions and options for sending the completed survey. In addition, two reminder emails were sent to allow for staffs on leave or who forgot to complete the survey giving them another opportunity to submit a completed survey.

Specifically the survey requested "user input" for their opinions on the following:
a) What functions of CHRIS are being used, the frequency and by whom;
b) Satisfaction level of each function, i.e. whether they were extremely satisfied, somewhat satisfied, somewhat dissatisfied or extremely dissatisfied with a function;
c) Their satisfaction level with the forms generated in CHRIS;
d) Their satisfaction level with the reports produced and available in CHRIS;
e) Their satisfaction level with the training provided on the use of the system;
f) Their satisfaction level with the Help Desk that assists with problems in CHRIS; and,
g) Closed ended questions asking if the system made their work easier and if the changes in CHRIS have helped.

Methodology

To identify methods of conducting surveys, a review of the research on how to design a survey included two sources. One source was "What is a Survey" a handbook covering a number of topics on conducting surveys. This publication was prepared and distributed by the American Statistical Association, Washington D.C. Another source was the textbook entitled *Research Methods* written by Christine Marlow. The information contained in these two sources assisted in preparing the design of the CHRIS survey.

Additionally, e-mail was sent to SACWIS project managers nationwide asking if their state had conducted a survey of their "users," what the results were and if they would share the results. Three states provided information. Two states had conducted surveys and shared their instrument, and one state was in the process of developing a survey. The CHRIS Project Team received a first "draft" August 27, 1999, and comments were submitted by several of the team members. In addition, a test of the survey was sent to several field staff members to elicit their feedback to determine if the tool was simple, easy to understand and if they had any suggestions for questions to include in the survey. Several of the staff completed the test survey.

The survey was designed to provide respondents with a variety of types of questions that included:
- open-ended questions that would ask workers what worked well and what they would want CHRIS to do;
- close-ended questions asking respondents if the system makes documenting their work easier; and,
- "likert scale" to rate key functions in CHRIS, rate the training received and rate the CHRIS Help Desk.

Problems With The Tool

Because the current email system is new to staff, several options were provided to allow ease of completing the survey. Staff could complete the survey and email it back, they could complete the survey and route the survey using conventional mail procedures or they could fax the completed survey. There were a number of problems with using the Outlook email system. Staff would reply to the email but did not "forward" the completed results and therefore the document was not readable. The survey was faxed to staff for completion and some staff elected to mail their comments.

Results

There was a total of 239 staff who completed the survey. However, only 235 responses were compiled. One staff person submitted the survey on January 26, 2000, but tabulation of the results had already been completed. There were two who responded, but the surveys were over 75% incomplete. One person who submitted the survey was a MIDSOUTH trainer, and the information was not used at this time. The design of the survey was geared to actual users of the system.

1. The respondents to the survey included:

Titles	Frequency	Percent
Family Service Worker	96	40.85%
Family Service Supervisor	62	26.38%
Family Service Worker Trainee	20	8.51%
Social Service Aide	14	5.96%
Health Specialist/Health Service Workers	11	4.68%
Arkansas State Police/FPU	8	3.40%
Family Service Worker Specialist	8	3.40%
*Other-describe	7	2.98%
Area Manager	4	1.70%
Program Specialist	2	0.85%
Document Examiner	2	0.85%
Adoption Specialist	1	0.43%
Total	235	100.00%

* Interstate Compact Coordinator
  Community Services Coordinator
  ILP Coordinator - 3
  Central Registry
  Staff person did not describe the position title.

2. What functions of CHRIS do you currently use?

Function	Responses	%
Referral/Intake	100	42.6
Investigation	141	60
Case Management	203	86.4
Resource Function	144	61.3
Training Function	61	25.96

All functions - Forty-three (43) or 18% of the respondents answered "YES" indicating they use all of the functions in CHRIS.

Responses by position

Referral/Intake Function

	Family Service Worker Trainee	Family Service Worker	Family Service Supervisor	Program Staff	Area Manager	Health Staff	*Other-Describe	Social Service Aide	Document Examiner	ILP Central Office Adoptions	Family Protection Unit	Family Service Worker Specialist	Total
Yes	7	38	39	1	3	1	1	3	1		2	4	100
N/A	13	58	23	1	1	10	6	11	1	1	6	4	135
Total	20	96	62	2	4	11	7	14	2	1	8	8	235

Investigation Function

	Family Service Worker Trainee	Family Service Worker	Family Service Supervisor	Program Staff	Area Manager	Health Staff	*Other-Describe	Social Service Aide	Document Examiner	ILP Central Office Adoptions	Family Protection Unit	Family Service Worker Specialist	Total
Yes	11	57	48	1	4	1	2	1	1		8	7	141
N/A	9	39	14	1		10	5	13	1	1		1	94
Total	20	96	62	2	4	11	7	14	2	1	8	8	235

Case Management Function

	Family Service Worker Trainee	Family Service Worker	Family Service Supervisor	Program Staff	Area Manager	Health Staff	*Other-Describe	Social Service Aide	Document Examiner	ILP Central Office Adoptions	Family Protection Unit	Family Service Worker Specialist	Total
Yes	19	83	60	2	4	11	3	12	1	1	1	6	203
N/A	1	13	2				4	2	1		7	2	32
Total	20	96	62	2	4	11	7	14	2	1	8	8	235

Resource Function

	Family Service Worker Trainee	Family Service Worker	Family Service Supervisor	Program Staff	Area Manager	Health Staff	*Other-Describe	Social Service Aide	Document Examiner	ILP Central Office Adoptions	Family Protection Unit	Family Service Worker Specialist	Total
Yes	10	50	51	1	4	9	4	8	2	1		4	144
N/A	10	46	11	1		2	3	6			8	4	91
Total	20	96	62	2	4	11	7	14	2	1	8	8	235

Training Function

	Family Service Worker Trainee	Family Service Worker	Family Service Supervisor	Program Staff	Area Manager	Health Staff	*Other-Describe	Social Service Aide	Document Examiner	ILP Central Office Adoptions	Family Protection Unit	Family Service Worker Specialist	Total
Yes	5	24	24		3			3				2	61
N/A	15	72	38	2	1	11	7	11	2	1	8	6	174
Total	20	96	62	2	4	11	7	14	2	1	8	8	235

* Other – Interstate Compact Coordinator, ILP Coordinator (3 staff), Central Registry staff person and one staff person who did not indicate his work position.

Results of the Rating Questions
Staff were asked to rate how satisfied they were with each function of the system and included:
        5 – Extremely Satisfied
        4 – Somewhat Satisfied
        3 – Neutral
        2 – Somewhat Dissatisfied
        1 – Extremely Dissatisfied

3. The Referral/Intake Function – results are summarized and by position type.

	Frequency	Percent
Extremely Satisfied	17	7.23%
Somewhat Satisfied	80	34.04%
Neutral	88	37.45%
Somewhat Dissatisfied	5	2.13%
Extremely Dissatisfied	2	0.85%
No Answer	43	18.30%
Total	235	100.00%

	Family Service Worker Trainee	Family Service Worker	Family Service Supervisor	Program Staff	Area Manager	Health Staff	Other-	Social Service Aide	Document Examiner	ILP Central Office Adoptions	FPU	Family Service Worker Specialist	Total
Extremely Satisfied		6	7		1		1	1	1				17
Somewhat Satisfied	7	34	25		2	1		4			4	3	80
Neutral	7	37	17	2		5	5	7	1	1	1	5	88
Extremely Dissatisfied		1									1		2
Somewhat Dissatisfied	2	1	1								1		5
No Answer	4	17	12		1	5	1	2			1		43
Total	20	96	62	2	4	11	7	14	2	1	8	8	235

* Other – Interstate Compact Coordinator, ILP Coordinator (3 staff), Central Registry staff person and one staff person who did not indicate his work position.

Staff who rated this function with somewhat or extremely dissatisfied were asked to provide comments describing their dissatisfaction.   Comments included:
"Does not distinguish for tracking purposes from secondary and primary for overdues."
"The system is slow to respond and is down too much. The new procedure that the help desk uses is not advantageous to the worker."
"There needs to be one page with all of the information regarding the victim, family, directions to the home, phone numbers. It is extremely difficult to speak on the phone to hospitals, local law enforcement, etc and have to flip through all the pages looking for information. Not to mention it is a waste of paper."

4. Investigation Function - results are summarized and by position type.

	Frequency	Percent
Extremely Satisfied	14	5.96%
Somewhat Satisfied	96	40.85%
Neutral	79	33.62%
Somewhat Dissatisfied	6	2.55%
Extremely Dissatisfied	1	0.43%
No Answer	39	16.60%
Total	235	100.00%

	Family Service Worker Trainee	Family Service Worker	Family Service Supervisor	Program Specialist	Area Manager	Health Staff	*Other-	Social Service Aide	Document Examiner	ILP Central Office Adoptions	FPU	Family Service Worker Specialist	Total
Extremely Satisfied		4	6				1	1	1		1		14
Somewhat Satisfied	11	42	28		3		1				4	7	96
Neutral	7	32	19	1		6	4	7		1	1	1	79
Somewhat Dissatisfied	1	2	2								1		6
Extremely Dissatisfied		1											1
No Answer	1	15	7	1	1	5	1	6	1		1		39
Total	20	96	62	2	4	11	7	14	2	1	8	8	235

* Other – Interstate Compact Coordinator, ILP Coordinator (3 staff), Central Registry staff person and one staff person who did not indicate his work position.

Staff who rated this function with somewhat or extremely dissatisfied were asked to provide comments describing their dissatisfaction. Comments included:

"I use this function when I am seeking information on cases already open. The information is as good as the person keying the information. However, I have always been able to find my way around."

"Tedious and time consuming - especially the relationship screen. Investigations can require hours of input."

"The investigation should be expanded to include family history, currently in Pulaski county caseworker have to do follow-up investigations after the investigators close their part of the case."

"CHRIS is not user friendly. It is difficult to use and the screens are confusing. The training was rushed at CORE training."

5. Case Management Function - results are summarized and by position type.

	Frequency	Percent
Extremely Satisfied	16	6.81%
Somewhat Satisfied	102	43.40%
Neutral	53	22.55%
Somewhat Dissatisfied	28	11.91%
Extremely Dissatisfied	6	2.55%
No Answer	30	12.77%
Total	235	100.00%

	Family Service Worker Trainee	Family Service Worker	Family Service Supervisor	Program Specialist	Area Manager	Health Staff	Other-	Social Service Aide	Document Examiner	ILP Central Office Adoptions	FPU	Family Service Worker Specialist	Total
Extremely Satisfied	2	4	8					1			1		16
Somewhat Satisfied	12	45	28		2	3	1	5		1		5	102
Neutral	2	22	12	1		5	2	6	1		2		53
Somewhat Dissatisfied	4	9	9		1	2	1					2	28
Extremely Dissatisfied		4	1				1						6
No Answer		12	4	1	1	1	2	2	1		5	1	30
Total	20	96	62	2	4	11	7	14	2	1	8	8	235

* Other – Interstate Compact Coordinator, ILP Coordinator (3 staff), Central Registry staff person and one staff person who did not indicate his work position.

Staff who rated this function with somewhat or extremely dissatisfied were asked to provide comments describing their dissatisfaction. Comments included:
"The placement screens are difficult to do both on placing in care and taking out of care. Case Plans too cumbersome & time consuming. Too many screens to document data, too cumbersome & time consuming. Detracts from social work perspective and does not permit one on one client/worker assistance."
"The road maps are not clear. You have to check too many different screens to find what you need. System driven, not worker driven. We still have to keep manual reports that should be produced by the system."

Other common themes included:
- The system requirements could be shortened or modified;
- CHRIS is slow much of the time, freezes up or kicks staff out;
- Need more values added to the picklists;
- The ability to scroll from page to page instead of going to different screens;
- CHRIS is not "user friendly;"
- Too many cases on the same child;
- CHRIS needs more fields for Living and Basic Life Skills;
- Information entered once could populate the other screens; and,
- Too many screens.

6. Resources Function – results are summarized and by position type.

	Frequency	Percent
Extremely Satisfied	20	8.51%
Somewhat Satisfied	80	34.04%
Neutral	81	34.47%
Somewhat Dissatisfied	16	6.81%
Extremely Dissatisfied	3	1.28%
No Answer	35	14.89%
Total	235	100.00%

	Family Service Worker Trainee	Family Service Worker	Family Service Supervisor	Program Staff	Area Manager	Health Staff	Other-	Social Service Aide	Document Examiner	ILP Central Office Adoptions	FPU	Family Service Worker Specialist	Total
Extremely Satisfied	2	6	8			1				1	1	1	20
Somewhat Satisfied	10	31	27		1	1	1	5	1			3	80
Neutral	5	38	19	1		5	3	6	1		1	2	81
Somewhat Dissatisfied	2	5	4		2	3							16
Extremely Dissatisfied		1					1					1	3
No Answer	1	15	4	1	1	1	2	3			6	1	35
Total	20	96	62	2	4	11	7	14	2	1	8	8	235

* Other – Interstate Compact Coordinator, ILP Coordinator (3 staff), Central Registry staff person and one staff person who did not indicate his work position.

Staff who rated this function with somewhat or extremely dissatisfied were asked to provide comments describing their dissatisfaction. Comments included:

"The resource directory functions very poorly when it has to be used to document our actual work. All our providers are not listed, and we are forced to resort to listing an incorrect provider and then explaining the problem in the "comments" section."

"I wish there were a way to see what the correct difficulty of care type should be for non-foster home placements."

"Does not have the resources in local area in uniform places. You have to go to three or four different locations to try to find your resource. Too time consuming. This function should be as quick as a roll-a-dex."

Other common themes include:
- Difficult to pull up a match;
- Difficult to find providers;
- Slow at times, down a lot,
- All "our" providers are not listed or updated correctly;
- It is confusing;
- There are too many providers listed several times, duplicates.

7. Search Function – results are summarized and by position type.

	Frequency	Percent
Extremely Satisfied	25	10.64%
Somewhat Satisfied	85	36.17%
Neutral	74	31.49%
Somewhat Dissatisfied	31	13.19%
Extremely Dissatisfied	6	2.55%
No Answer	14	5.96%
Total	235	100.00%

	Family Service Worker Trainee	Family Service Worker	Family Service Supervisor	Program Staff	Area Manager	Health Staff	Other-	Social Service Aide	Document Examiner	ILP Central Office Adoptions	FPU	Family Service Worker Specialist	Total
Extremely Satisfied	2	13	1		1	1	1	2	1		1	2	25
Somewhat Satisfied	11	33	29		1	1	4	3	1			2	85
Neutral	4	33	18	2		5	1	7		1	2	1	74
Somewhat Dissatisfied	1	12	11		1	2					2	2	31
Extremely Dissatisfied	1		1			1	1				2		6
No Answer	1	5	2		1	1		2			1	1	14
Total	20	96	62	2	4	11	7	14	2	1	8	8	235

* Other – Interstate Compact Coordinator, ILP Coordinator (3 staff), Central Registry staff person and one staff person who did not indicate his work position.

Staff who rated this function with somewhat or extremely dissatisfied were asked to provide comments describing their dissatisfaction. Comments included:
"You have to have the name exactly right and sometimes we don't know correct spelling. Takes a long time to search. Have to look up each name till you get the right one with the case listed in it. Even when all the names are the correct person."
"Often shows that there is no past history on a case, "no matches found", when worker knows that the family has had previuos history with the Agency. Not reliable. Takes too long to search."

Other common themes include:
- System too slow, takes forever;
- It has improved;
- It does not allow for multiple searches, as you have to start over to do each search if there is more than one search;
- If you put too much information in, it will not pull the information up.
- It gives too many names when you use soundex; and,
- It does not thoroughly search a name.

8. Forms in CHRIS – results are summarized and by position type.

	Frequency	Percent
Extremely Satisfied	18	7.66%
Somewhat Satisfied	95	40.43%
Neutral	72	30.64%
Somewhat Dissatisfied	27	11.49%
Extremely Dissatisfied	7	2.98%
No Answer	16	6.81%
Total	235	100.00%

	Family Service Worker Trainee	Family Service Worker	Family Service Supervisor	Program Staff	Area Manager	Health Staff	Other*	Social Service Aide	Document Examiner	ILP Central Office Adoptions	FPU	Family Service Worker Specialist	Total
Extremely Satisfied	3	7	5					1	1			1	18
Somewhat Satisfied	8	42	29		2	1	1	4	1	1	4	2	95
Neutral	4	28	20	1	1	4	5	5			1	3	72
Somewhat Dissatisfied	3	13	6		1	1					2	1	27
Extremely Dissatisfied	1	3	1								1	1	7
No Answer	1	3	1	1		5	1	4					16
Total	20	96	62	2	4	11	7	14	2	1	8	8	235

* Other – Interstate Compact Coordinator, ILP Coordinator (3 staff), Central Registry staff person and one staff person who did not indicate his work position.

Staff who rated this function with somewhat or extremely dissatisfied were asked to provide comments describing their dissatisfaction. Comments included:
"It doesn't carry over clean information and is very confusing when it is printed out."
"Case Plan function is a disaster. If you do a good & credible case plan it can take upwards of 3 to 5 hours depending on numbers of individuals in the family. Does not address what THE AGENCY will do for the family in the way of services. Too cumbersome and too long. Same for court reports. Court reports do not allow enough recommendation selections. Both should be modified and simplified to be a TOOL that serves the clients and the court - not just the law suit."
"There are many forms that should be populated by other screens that are still not done. This is very annoying. Also there should be some way when a case comes in on a family and there have been prior cases on that family that the information if cross populated and new client numbers are not assigned. The other problem is the relation screens in individual cases should cross populate so that a person only has to do one screen and the others will follow suit."

Other common themes include:
- Needs refining and speeded up;
- Would like to see more forms populated and the ability to add more information into the report, not just the information that was populated;
- It pulls over from CHRIS onto the case plan form outdated information;
- This function has improved a lot since earlier days. The population of the court reports, in particular, is really excellent;
- I would like to see the visitation plan added to the case plan form;
- It is difficult to go from CHRIS into a word template to complete information onto a form;
- Would like to see more information populate into the Word forms; and,

- If segments are deleted staff, have to go in and renumber a document.

9. **Reports in CHRIS**

	Frequency	Percent
Extremely Satisfied	15	6.38%
Somewhat Satisfied	71	30.21%
Neutral	118	50.21%
Somewhat Dissatisfied	9	3.83%
Extremely Dissatisfied	0	0
No Answer	22	9.36%
Total	235	100.00%

	Family Service Worker Trainee	Family Service Worker	Family Service Supervisor	Program Staff	Area Manager	Health Staff	Other-	Social Service Aide	Document Examiner	ILP Central Office Adoptions	FPU	Family Service Worker Specialist	Total
Extremely Satisfied	2	8	3					2					15
Somewhat Satisfied	7	25	25		3	4	2	1	1		1	2	71
Neutral	8	51	33	1	1	4	3	5		1	6	5	118
Somewhat Dissatisfied	2	4	1			1	1						9
Extremely Dissatisfied													
No Answer	1	8		1		2	1	6	1		1	1	22
Total	20	96	62	2	4	11	7	14	2	1	8	8	235

* Other – Interstate Compact Coordinator, ILP Coordinator (3 staff), Central Registry staff person and one staff person who did not indicate his work position.

Staff who rated this function with somewhat or extremely dissatisfied were asked to provide comments describing their dissatisfaction. Comments included:
"They have the potential for being good but the data entry is not being done. It's a "Catch 22" , if it was easier to complete the screens they might get the info entered."
"There are times when this information is incorrect."
 "There have been improvements in reports, and they are appreciated. We need an Independent Living report that shows the children age 16 and over with current assessment date with overdue assessment date and without an assessment."
"We need a complete Maltreatment Assessments monthly report that shows number, of intakes received separated by DCFS and FPU, number completed during the month, number overdue."

Some other requests include:
- Report on weekly visits;
- Caseload information;
- Tickler report on each staff person; and,
- Monthly maltreatment assessment report separated by DCFS and FPU details the number of overdues.

10. The training session in learning to use CHRIS

	Frequency	Percent
Extremely Satisfied	11	4.68%
Somewhat Satisfied	57	24.26%
Neutral	104	44.26%
Somewhat Dissatisfied	29	12.34%
Extremely Dissatisfied	15	6.38%
No Answer	19	8.09%
Total	235	100.00%

	Family Service Worker Trainee	Family Service Worker	Family Service Supervisor	Program Staff	Area Manager	Health Staff	Other-	Social Service Aide	Document Examiner	ILP Central Office Adoptions	FPU	Family Service Worker Specialist	Total
Extremely Satisfied		8	1			1		1					11
Somewhat Satisfied	4	19	19		1	1	4	3			2	4	57
Neutral	10	42	27		3	4	2	8		1	3	4	104
Somewhat Dissatisfied	3	13	11			1					1		29
Extremely Dissatisfied	1	9	1	1		1	1				1		15
No Answer	2	5	3	1		3		2	2		1		19
Total	20	96	62	2	4	11	7	14	2	1	8	8	235

* Other – Interstate Compact Coordinator, ILP Coordinator (3 staff), Central Registry staff person and one staff person who did not indicate his work position.

Staff who rated this function with somewhat or extremely dissatisfied were asked to provide comments describing their dissatisfaction. Comments included:
"I feel there should be more time allowed for training. A couple of days are simply not enough for all of the material that has to be covered."
 "Need more training on how to use the special functions of CHRIS and how to use parts that say they are available but do not allow a person to use them, i.e; Search CPS case search."
 "Video training does not work only one to one with your computer and the trainer."

Other suggestions for training needs include:
- More training scheduled and available;
- Multiple and more in-depth CHRIS training;
- Specialized training on the special functions of the system;
- A reference book that the user could use, example CHRIS for DUMMIES;
- Refresher courses provided in the county offices on the changes to the system; and
- Tie CHRIS training to COR.

There were six (6) staff members who had never been to CHRIS training.

11. What areas of training did staff indicate they needed in CHRIS?

Function	Responses	%
Referral/Intake	48	20.43%
Investigation	43	18.30%
Case Management	88	37.45%
Resources	74	31.49%
Training Function	64	27.23%

Twenty-eight (28) respondents answered "YES" to all of the above questions indicating they would like training on all of the functions in CHRIS.

Illustrates the training needs of each CHRIS function by position type.

Referral/Intake Function

	Family Service Worker Trainee	Family Service Worker	Family Service Supervisor	Program Specialist	Area Manager	Health Specialist	*Other-	Social Service Aide	Document Examiner	ILP Central Office Adoptions	Family Protection Unit	Family Service Worker Specialist	Total
Yes	6	24	7			1	2	3	1		3	1	48
N/A	14	72	55	2	4	10	5	11	1	1	5	7	187
Total	20	96	62	2	4	11	7	14	2	1	8	8	235

The Investigation Function

	Family Service Worker Trainee	Family Service Worker	Family Service Supervisor	Program Specialist	Area Manager	Health Specialist	*Other-	Social Service Aide	Document Examiner	ILP Central Office Adoptions	Family Protection Unit	Family Service Worker Specialist	Total
Yes	4	20	6			1	2	4	1		4	1	43
N/A	16	76	56	2	4	10	5	10	1	1	4	7	192
Total	20	96	62	2	4	11	7	14	2	1	8	8	235

Case Management Function

	Family Service Worker Trainee	Family Service Worker	Family Service Supervisor	Program Specialist	Area Manager	Health Specialist	*Other-	Social Service Aide	Document Examiner	ILP Central Office Adoptions	Family Protection Unit	Family Service Worker Specialist	Total
Yes	10	42	16	1	2	3	3	5	1		2	3	88
N/A	10	54	46	1	2	8	4	9	1	1	6	5	147
Total	20	96	62	2	4	11	7	14	2	1	8	8	235

Resources Function

	Family Service Worker Trainee	Family Service Worker	Family Service Supervisor	Program Specialist	Area Manager	Health Specialist	*Other-	Social Service Aide	Document Examiner	ILP Central Office Adoptions	Family Protection Unit	Family Service Worker Specialist	Total
Yes	8	36	14		1	4	4	3	1		1	2	74
N/A	12	60	48	2	3	7	3	11	1	1	7	6	161
Total	20	96	62	2	4	11	7	14	2	1	8	8	235

The Training Function

	Family Service Worker Trainee	Family Service Worker	Family Service Supervisor	Program Specialist	Area Manager	Health Specialist	*Other-	Social Service Aide	Document Examiner	ILP Central Office Adoptions	Family Protection Unit	Family Service Worker Specialist	Total
Yes	6	24	20			1	2	6	1	1	1	2	64
N/A	14	72	42	2	4	10	5	8	1		7	6	171
Total	20	96	62	2	4	11	7	14	2	1	8	8	235

* Other – Interstate Compact Coordinator, ILP Coordinator (3 staff), Central Registry staff person and one staff person who did not indicate his work position.

12. How would you rate the CHRIS help desk to assist you with CHRIS problems?

	Frequency	Percent
Extremely satisfied	49	20.85%
Somewhat satisfied	82	34.89%
Neutral	67	28.51%
Somewhat dissatisfied	22	9.36%
Extremely dissatisfied	5	2.13%
No Answer	10	4.26%
Total	235	100.00%

	Family Service Worker Trainee	Family Service Worker	Family Service Supervisor	Program Staff	Area Manager	Health Staff	*Other-	Social Service Aide	Document Examiner	ILP Central Office Adoptions	Family Protection Unit	Family Service Worker Specialist	Total
Extremely Satisfied	1	16	19		1	1	1	4	2	1	1	2	49
Somewhat Satisfied	9	33	19		1	6	4	3			2	5	82
Neutral	7	30	16		2	3		6			2	1	67
Somewhat Dissatisfied	1	12	6				1				2		22
Extremely Dissatisfied		3	1	1									5
No Answer	2	2	1	1		1	1	1			1		10
Total	20	96	62	2	4	11	7	14	2	1	8	8	235

* Other – Interstate Compact Coordinator, ILP Coordinator (3 staff), Central Registry staff person and one staff person who did not indicate his work position.

Staff who rated this function with somewhat or extremely dissatisfied were asked to provide comments describing their dissatisfaction. Comments included:
"There have been times when the Help Desk doesn't know what to do."
 "The Help Desk is always courteous and helpful with problems."
"It takes too long to get an answer when you have a question."
 "It was better when you get to talk to someone right away. Now you wait days to get an answer."

Other themes included:
- It may take days before someone returns a call or gets a problem corrected;
- Some are more helpful than others as well as know more;
- Cannot get anyone who can answer the problem when I call;
- The response time is far too slow;
- sometimes they do not really know how to help but will get back with help eventually;
- staff do not return my call until several days later; and,
- it takes forever to get through the lines, and then they take their time returning calls to assist you.

13. Does the system make documenting your routine work easier?

	Frequency	Percent
Yes	175	74.47%
No	46	19.57%
N/A	14	5.96%
Total	235	100.00%

14. Has the system made it easier to access information about providers?

	Frequency	Percent
Yes	166	70.64%
No	43	18.30%
N/A	26	11.06%
Total	235	100.00%

15. Have the changes that have been made helped with the operation of CHRIS?

	Frequency	Percent
Yes	200	85.11%
No	19	8.09%
N/A	16	6.81%
Total	235	100.00%

Results of the Open Ended Questions
Question number 16 asked workers opinion about what works well in CHRIS.

"Overall, I think that the CHRIS system is a good system. The court report works fairly well. The services and contact screens work fairly well too. There are plenty of things that work great, and I am very happy that the system has been moving a lot faster."

"I LOVE CHRIS! Documentation of things is so much better. It makes transition from county to county and worker to worker so much easier."

"I am very impressed and satisfied with the CHRIS program, I worked here before we had CHRIS and it has made the job much more efficient and easier. I think the help desk is outstanding, they are always very informative and happy to help. The information base in CHRIS is endless and has improved the quality of the work we do. I think you all have done an outstanding job and are always looking for ways to improve the program, for this, I say thank you very much and keep up the great work."

Some of the comments about what worked well in CHRIS included the ability to access the system statewide, sharing of information from county to county and that the data moves with the child.

Other repeated themes from staff's comments include:
- CHRIS reduces paper;
- better record keeping;
- quick retrieval of general information;
- staff liked the narrative, contact and visits screens;
- several commented on the changes and how because of these, the system is getting better;
- the Court Report; and,
- the new Calendar Report.

Question 17, asked respondents "If there was one thing that you would want CHRIS to do, what would that be?"

"For CHRIS to automatically pop-up the necessary sceens up in order as you fill one out. (i.e., when opening a case there are certain screens that need to be filled out; if CHRIS put automatically pulled up the next screen for a worker, they wouldn't forget to fill something out.)"

"Redundancy, there are fields and information which should be carried out throughout a file so that the worker does not have to repeatedly fill in the same information."

"To run faster – switch between screens a lot more faster."

"Speed of the system and the system either going down or kicking the user out of the system was the second repeated theme in the staff comments section."

"Too many different screens that should elicit a prompt for the worker to know that there are other screens to fill out before the placement, exit, etc. can be finished."

Other repeated themes included:
- Make the system simpler to use, more "user friendly;"
- Staff wanted the ability to toggle within screens and not having to cancel and enter again;
- Too many screens – combine the screens i.e. client demographics;
- Populate same information such as the address, phone #, on all of the relationship screens;
- COR issues such as ticklers to assist with COR elements, clarify where the information is pulled from;
- Concerns that ticklers are not accurate;
- Caseplan – too long, needs to be separated by Foster Care and Protective Service, it has too much useless information, do not like the format of the case plan;
- Permanency planning court report - it automatically prints without allowing you to review it and make any needed changes;

- Have certain steps in sequential order instead of having to know the order of doing the entries;
- Staff have identified report needs to replace ones that field staff are doing manually, with summary totals of how many children and families are being served;
- CHRIS to automate actions such as "I had a child in 72 hour hold who went home at court, the screen still shows 72 hour hold even though the placement screens were done;"and,
- More instruction on how to complete the screens.

The number one repeated theme in this survey by staff, indicated they wanted the same information for one screen to be populated to other screens in CHRIS i.e. address in the client segments of the system.

Question number 18, asked if staff had anything to add. Many of the comments were included in question number 17.

Additional comments include:

"In the beginning CHRIS was to make work more simplified. It is a good system, but there needs to be a way to go in once the information is initially entered to generate to other screens requiring the same information. This way the same information does not have to be reentered many times."

"Be more "understanding"; that is, not count errors when the only "problem" is placing information in a wrong screen. Maybe understand the "relatedness" of the screens and what is in ONE may take care of what is required in another."

"When you use the help button; it needs to be more detailed about the problem you are asking help for."

"I think training in exactly where the COR is being pulled and certain exceptions with cases, such as ICPC and home visits. We know the general places were CHRIS is pulled but we are still confused on why for instance home visits score low when the documentation is in CHRIS."

The full unedited content of all the comments for the above questions are listed in Attachment D

Additional Data
In looking at the results of the responses, a rank order chart was prepared to address training needed and to describe the functions used.

For the first two in both charts, there is a correlation between the functions used and training needed. For example the top function used is also the top function requested for more training.

Rank Order	Number	Percentages
Of	Of "Yes"	From

Most Needed Training	Responses	235 Responses
Case Management Function	88	37.45%
Resources Function	74	31.49%
Training function	64	27.23%
Referral/Intake Function	48	20.43%
Investigation Function	43	18.30%

Rank Order Of Functions Most Used	Number Of "Yes" Responses	Percentages From 235 Responses
Case Management Function	203	86.38%
Resources Function	144	61.28%
Investigation Function	141	60.00%
Referral/Intake Function	100	42.55%
Training function	61	25.96%

Recommendations

The following are recommended based on the results of the survey

1) Thoroughly test the CHRIS system and measure the speed of the system in a number of the screens and work activities such as inputting information, retrieving information, printing of information, sorting and producing reports out of the system etc. Also, determine why the system locks up and/or kicks staff out of the CHRIS system. For example, if a person wanted to print out the Foster Care Alpha listing for more than one county, the system takes the person back to the workload screen instead of back to the Report Category Specification to print another county.

2) Review the number of screens and determine how to consolidate the information on one screen. Determine how to populate the same information on a number of screens, i.e. common client demographic information for a family unit that may be the same information for the family. Develop a way that CHRIS will automatically pop-up the necessary sceens as staff fill one out (i.e., when opening a case there are certain screens that need to be filled out). If CHRIS automatically pulled up the next screen, staff would easily fill in required information.

3) Develop prompts or reminders to staff alerting them to complete essential screens. "Too many different screens that should elicit a prompt for the worker to know that there are other screens to fill out before the placement, exit, etc. can be finished."

4) Review the resource function in CHRIS and simplify it. Resource entry should be simple when entering a resource on one screen, the information would be added to all screens. As it is now, there are several screens required to add information about resources. In addition, if a program provides several services, workers must enter each one separately. It does not provide the ability to multi-select several services. "The resource directory functions very poorly when it has to be used to document our actual work. All our providers are not listed,

and we are forced to resort to listing an incorrect provider and then explaining the problem in the "comments" section."

5) Review the CHRIS 6012 "Client Medical & Psychological Information" report, to insure it prints the medical visits dates in chronological order beginning with the most current visit.

6) Produce reports with summary totals of how many children are being served to replace reports that staff are doing manually.

7) Review the navigation of the system to determine if it flows in a chronological order in the way staff complete the work done for the children and families they serve. "The road maps are not clear. You have to check too many different screens to find what you need."

8) Develop refresher training that will cover case management functions, the resource functions, reports produced in CHRIS so that workers get more hands on guidance with the system.

9) Review and revise the case plan and the permanency planning court report. The Caseplan – is too long, needs to be separated by service type, requires too much useless information and is not "user friendly." Permanency planning court report does not allow staff to review it and make any needed changes before printing the form.

10) Review all reports to determine the quality of these reports produced in CHRIS. For each report, review the printing, the spacing of the information, if the information is not correct, does it allow for additional input by the worker and how long does it take to prepare each report for presentation to courts, to families, to other persons working with the families etc.

11) Review and revise the all search functions in CHRIS. It takes too long, it is not accurate, and it kicks the worker out when another search is needed. It does not pull up names in alphabetical i. e. the name Smith took 16 minutes and the first name in the list begins with Saint.

12) Review the current help desk function and determine how to serve the field staff quicker. Produce a top 10 list of known problems and periodically share with the field the solutions to the problems on the CHRIS Net.

13) Provide the ability for more input into the enhancements and changes to CHRIS from Area Managers, supervisors, health staff, and field staff. This is a "worker-based" information system designed to streamline the documentation requirements of field staff allowing for more time to be spent with the children and families we serve. Determine how it can be improved to insure that it does streamline the work of field staff.

-----Original Message-----
From: Chris Liaison
Sent: Friday, December 10, 1999 10:53 AM
To: DHS DCFS All
Subject: CHRIS Satisfaction Survey

We are requesting your input about how CHRIS, the Children's Reporting and Information System assist you in your work. Attached is a survey for you to complete with instructions listed below. If you do not use CHRIS, just delete this message, by choosing the X (Delete) above in your toolbar.

If you do use CHRIS, you can complete the survey in the following manner.

1) If you choose to print it and complete it, just double click on the CHRIS Survey.doc and fax it to 501-682-8666.
2) If you want to complete and mail it in, follow the above steps and mail it to Debbie Shiell, slot 650.
3) If you would like to complete and mail it using email, use these instructions
   a) double click on CHRIS Survey.doc listed below.
   b) Use your cursor to point and answer each question by clicking your mouse that will place an X in the box. Question number 2 and 11 allow for more than one answer. If you checked the wrong box or too many, you can take your cursor to the X and click and that will take the X away.
   c) The shaded area allows you to type in whatever comments you would like. We would like your comments and concerns if you rated the item with a 2 or 1.
   d) Once you complete the survey, you can check the X in the above right hand corner and a message will ask you, "Do you want to save the changes you made to the survey?" and you answer with yes.
   e) You will then need to "Forward" this completed survey to the following address "CHRIS Liaison"

   << File: CHRIS Survey.doc >>

4) If you have any problems with completing this survey, please do not hesitate to call me at 501-682-1554. If you need me to resend it, also let me know. Your participation in this effort is appreciated. Thank you.

**CHILDREN'S REPORTING AND INFORMATION SYSTEM
(CHRIS) SATISFACTION SURVEY**

In an effort to determine how CHRIS helps you in your job, please complete the following. Your input is important to assure that CHRIS is operating to meet your needs. Please take a few minutes to complete this survey.
County:

1.   POSITION – Click ONE

Family Service Worker Trainee ☐
Family Service Worker ☐
Family Service Supervisor ☐
Program Specialist ☐
Area Manager ☐
Health Specialist ☐
Other – describe ☐

2.   What functions of CHRIS do you currently use? Click all that apply

Referral /Intake Function ☐
Investigation Function ☐
Case Management Function ☐
Resources Function ☐
Training Function ☐
All ☐

Please rate how satisfied you are with the system. The ratings are defined as:
5 - Extremely Satisfied   4 - Somewhat Satisfied   3- Neutral   2- somewhat dissatisfied
1 - Extremely dissatisfied

Click one   **5   4   3   2   1**
3.   Referral /Intake Function   ☐   ☐   ☐   ☐   ☐
If you rated this function with a 2 or 1, can you provide comments describing your dissatisfaction?

4.   Investigation Function   ☐   ☐   ☐   ☐   ☐
If you rated this function with a 2 or 1, can you provide comments describing your dissatisfaction?

5.   Case Management Function   ☐   ☐   ☐   ☐   ☐
If you rated this function with a 2 or 1, can you provide comments describing your dissatisfaction?

6. Resources Function   ☐   ☐   ☐   ☐   ☐
If you rated this function with a 2 or 1, can you provide comments describing your dissatisfaction?

7. Please rate the Search functions in CHRIS, Click one   ☐   ☐   ☐   ☐   ☐
If you rated this function with a 2 or 1, can you provide comments describing your dissatisfaction?
8. There are a number of forms that are populated from screens in CHRIS such as the case plan, the referral snapshot and the permanency planning court report. How would you rate this function in CHRIS?

Please Click one: ☐   ☐   ☐   ☐   ☐
If you rated this function with a 2 or 1, can you provide comments describing your dissatisfaction?

9. There are a number of reports produced and available in CHRIS such as the Resource Report, the ALPHA list, Children Exiting Placement, Children in Placement and clients referred for Adoption. How would you rate this function in CHRIS?

Please Click one: ☐   ☐   ☐   ☐   ☐
If you rated this function with a 2 or 1, can you provide comments describing your dissatisfaction?

10. How would you rate the training sessions in learning to use CHRIS?
Please Click one: ☐   ☐   ☐   ☐   ☐
If you rated this function with a 2 or 1, can you provide comments describing your dissatisfaction?

11. What areas of CHRIS do you need training in?
Referral /Intake Function   ☐
Investigation Function   ☐
Case Management Function   ☐
Resources Function   ☐
Training Function   ☐
All   ☐

12. How would you rate the CHRIS Help Desk to assist you with CHRIS problems?
Please click one: ☐   ☐   ☐   ☐   ☐
If you rated this function with a 2 or 1, can you provide comments describing your dissatisfaction?

13. Does the system make documenting your routine work easier?   Yes ☐   No ☐
14. Has the system made it easier to access information about providers?   Yes ☐   No ☐
15. Have the changes that have been made, help with the operation of CHRIS? Yes ☐   No ☐

16. In your opinion, what works well in CHRIS?

17. If there were one thing that you would want CHRIS to do, what would it be?

18. Is there anything else you would like to add?

THANK -YOU

-----Original Message-----
From: Chris Liaison
Sent: Wednesday, December 15, 1999 3:17 PM
To: DHS DCFS All
Subject: CHRIS Satisfaction Survey

Over 100 staff completed this survey! If you have not completed this survey, there is still time. If you have any problems with the document or need me to resend or fax it, just email me or call me - Debbie Shiell at 501-682-1554. Your participation is important in this effort and we need your input. Again, thank-you!

-----Original Message-----
From: Chris Liaison
Sent: Friday, January 07, 2000 2:35 PM
To: DHS DCFS All
Subject: CHRIS Satisfaction Survey

I would like to take this opportunity to thank everyone who took the time to complete the survey. We received over 180 responses to the survey. If you did respond, just delete this email.

For those of you who may have been on leave, too busy or forgot, there is still time.

**CHILDREN'S REPORTING AND INFORMATION SYSTEM
(CHRIS) SATISFACTION SURVEY**

1.   Referral /Intake Function

If you rated this function with a 2 or 1, can you provide comments describing your dissatisfaction?
Some info that is take like address is kicked in. Our clients move alt. There needs to be more access to stuff locked.
Does not distinguish for tracking purposes from secondary and primary for overdues.
The system is slow to respond and is down too much. The new procedure that the help desk use is not advantages to the worker.
There needs to be one page with all of the information regarding the victim, family, directions to the home, phone numbers. It is extremely difficult to speak on the phone to hospitals, local law enforcement, etc. and have to flip through all the pages looking for information. Not to mention it is a waste of paper.

2.   Investigation Function

If you rated this function with a 2 or 1, can you provide comments describing your dissatisfaction?
HAS's are not as open in the information they will take as should be.
We do not complete assessments in this county. It is done by the assessment unit.
I use this function when I am seeking information on cases already open. The information is as good as the person keying the information. However, I have always been able to find my way around.
Tedious and time consuming - especially the relationship screen. Investigations can require hours of input.
The investigation should be expanded to include family history, currently in Pulaski county caseworker have to do follow-up investigations aafter the investigators closes their part of the case.
CHRIS is not user friendly. IT is difficult to use and the screens are confusing. The training was rushed at CORE training.

5.   Case Management Function

If you rated this function with a 2 or 1, can you provide comments describing your dissatisfaction?
It is the same complaint. The screens are confusing. The training was rushed.
The placement screens are difficult to do both on placing in care and taking out of care.
Case Plans too cumbersome & time consuming. Too many screens to document data, too cumbersome & time consuming. Detracts from social work perspective and does not permit one on one client/worker
assistance.
The road maps are not clear. You have to check too many different screens to fine what you need. System driven, not worker driven. We still have to keep manual reports that should be produced by the system.
I believe there have been some improvements but there is not a clear understanding by all staff that this covers all they need and others don't think they have to do it all. I believe there is a lot that could be modified to shorten.
It's hard to do all you need when Chris is so slow so much of the time.
Medical visit screen needs more on pick list - vision, hearing, dental, er visit. Also need to be able to choose n/a on whether or not children were transported by foster parent for those children who are not placed in foster homes.
Immunization screen and Psyc eval screen much better since pick lists have been expanded.
The system should be set up where you can scroll from page to page. For instance when you review contacts you have to go completely out and start over again every time you want to look at the next contact, the same applies with workloads.
It is time consuming entering information that is the same for several clients.

Information does not populate to all screens

CHRIS is not user friendly; information from one area will populate to other area.

CHRIS time is different from office time. If I see a family on a weekly basis, CHRIS demands that I see this family the same day every week. That isn't always possible with my current caseload. Emergencies and Crisis arise constantly. CHRIS needs to be more flexible concerning home visits.

I am truly happy about all of the lastest updates. It has eliminated some of the problems in repetition of documentation.

Problems still occur with transfer of case plans to word

There are still many areas that require duplication of information already entered. There are also places in the medical visits screen where the purposes listed are not accurate and do not fit policy.

Waiting time; when working in supervisor's inbox, needs to default back to the box after completing one of the tasks in the box; when reviewing worker's cases, needs to default back to their workload so can move on to another case; long waits when pulling up contacts for review or to find a specific item; workers not being able to do the exit screen to exit a child out of a placement; also wish there was a way to clear on the case summary screen and show a case history for when cases change from SS to PS

Too many cases the same on one child.

CHRIS needs more fields that deal with Living and Basic Life Skills

There are several places in the system where the information being intered could be automatically forwarded to other entries needing the same information. This would greatly help cut down on CHRIS entry time.

A lot of the information found in different screens is redundant. We have to fill in the same info. for more than one screen. The info. does not generate over to other areas that ask for the same info. I also dislike the fact that general info. is not found in one screen, such as address, telephone, DOB, SS # , name, etc. I feel like all of this info. could be in the same screen.

I mostly key into the Medical Section part of CHRIS. In Medical Visits, the dates are not listed in date order – it should automtatically put the medical visits in chronological date order – like the Contracts/Visits screens. You have to scroll through all the medical visit dates to find a specific date – this is very time consuming. Also when you try to print out the CHRIS 6012 "Client Medical & Psychological Information" report it does not print the medial visits dates in chronological order. It would be very helpful if the Medical Visits screen could be made to automatically refert to chronological date order & that the CHRIS 6012 report would print out in that order. They look very disorganized, otherwise.

I want to be able to look when the particular case comes up after show on workload and I want to see a staffing button that we can click and there are all the staffings listed and that will be the only area on staffings that the COR report reflects staffings.

The service log doesn't have some needed services listed, i.e. therapeutic foster care as a service. Also the ticklers are wrong a lot of the time. I have permanency planning ticklers come up on children who have not been in care a year, staffing that show oeverdue that have already been held, etc.

All efforts are being made to input the information but it is not being recorded.

Answers limiting.

It is slow to access most itmes, and takes too long to switch from client to client screen.

Caseworkers do not get credit for working with foster children where there are multiple settings placed in separate homes, separate CPS etc.

Can't populate reltiaon and addresses, phone numbers on multiple clients.

We have to put in too much duplicate info. We spend too much time at the computer and not with our families.

Needs to populate more, too many screens

I seriously dislike the case plan.

There are some things that could flow better.

Too many screens to be filled out just to not get an error. Caseworkers cannot do their jobs.

CHRIS time is different from office time. If I see a family on a weekly basis, CHRIS demands that I see this family the same day every week. That isn't always possible with my current caseload. Emergencies and crisis arise constantly. CHRIS needs to be more flexible concerning home visits.

There are too many screens in general, and too many screens that duplicate the exact same information. Both of these problems waste our time. For example, there is no reason whatsoever to separate the "Demographics" section into so many subscreens, for "phone", "address", etc. They could all be combined into a single screen and work much more efficiently. Similarly, all the "Court" screens could easily be combined, so could the financial screens, and several others that I could name. This same type of problem plagues almost every area of CHRIS, and is one of the chief reasons why it is generally hated so much by field workers.

System is often very slow or freezes/kicks me off-especially during approvals. My approval box also gets things in it that shouldn't be there.

6.   Resources Function

If you rated this function with a 2 or 1, can you provide comments describing your dissatisfaction?
I wish there were a way to see what the correct difficulty of care type should be for non-foster home placements.
Does not have the resources in local area in uniform places. You have to go to three or four different locations to try to find your resource. Too time consuming. This function should be as quick as a roll-a-dex.
Does not give us a chance to enter partial data as we get it because of required screens. We can not use the adoption inquiry screen until the family has been opened as a resource.
The resource directory functions very poorly when it has to be used to document our actual work. All our providers are not listed, and we are forced to resort to listing an incorrect provider and then explaining the problem in the "comments" section. This function of CHRIS is almost impossible to use, because often the only way to locate the providers that ARE included is to ask for a list of every provider within a county, and then wade through a huge list to pick out the one we need. If we are specific, then CHRIS usually tells us that no matches were found, even when we know perfectly well that they exist.
If you put in too much information no match is found.
Is this the service directory? If so, then, even though you pull up the service provider in the service directory it is still hard to find the provider in the service log. Maybe it's something I don't know but it seems like there should be an easier way to add or choose services in the service log.
There are too many in the system that are duplicates. Youth Home for example has three numbers. What if you use the wrong one? How do you put them in correctly? Doing adjustments and board can be difficult.
It is very difficult at times to find providers.   This means that you often have to try several times. For instance, on the resources search, the types of services do not match the list of services in the med screen search for providers..the providers can be put in with too much diversity.
Still very slow a times.
I have had some trouble understanding the exit screen when a child returns home. I had a child in 72 hour hold who went home at court, the screen still shows 72 hour hold even though the placement screens were done.
There needs to be a master summary sccreen for each resource.ie, for foster homes, a screen that tells the household composition with names, etc. and the types of kids they will take and prefer; their address and phone, provider number, etc.
always down; cant find the child if you don't have the mother's name
All resources are not listed and list are not updated in a timely manner.
If you are searching for a particular resource, you must word your search precisely or it can not be found.
1)Resources entry should be simplified, it seems that you should be able to enter a resource on one screen & it would be added, but there are like 7 different screens you must key in to adda resource. 2)You should be able to delete a resource from the system. 3) Searching for a resource takes forever. Each time you have to cchange the way you sort for a resource the system should stay with the way you have slected, for example in ascending order by agency name. However, right now you have to selet the way you want to sort – everytime. 4)Unless you search for a provider in the specific way it was entered, it tells you that there is not a match in the system, when in reality, the resource is in the system. If you don't key in specific information in what you are searching for, you will not be able to find a resource. That is why I feel that if resource entry was simplified, it would make it easier to locate resources in the system. I also feel that all DCFS staff need training in how to look for resources in CHRIS.
The resouces function is somewhat confusing. There is not good informaiton in the field about all details of entering and deleting resources. Also, sometimes when resources have been entered in CHRIS, they are no accessible to all staff who need to enter them into a case. Especially on this functions too much of what is known is from the intital training on CHRIS, and there has been so much staff turn-over since then that
many of our staff are not well versed on usage.
There are no clear instructions on which screens to complete and when a resource is entered.

7.   Please rate the Search functions in CHRIS, Click one

If you rated this function with a 2 or 1, can you provide comments describing your dissatisfaction?

You have to have the name exactly right and sometimes we don't know correct spelling. Takes a long time to search. Have to look up each name till you get the right one with the case listed in it. Even when all the names are the correct person.

Often shows that there is no past history on a case, "no matches found", when worker knows that the family has had previuos history with the Agency. Not reliable. Takes too long to search.

Too slow when information is needed during a phone call.

Cannot go directly from search to case record.

Seems limited, knowing have cases or referrals, not in CHRIS.

These take forever.

Sometimes it works and sometimes when I know there is something, it will not show up. This bothers me, as I know the Hotline uses this too.

Too slow.

You have to start over to do another search.

They have improved.

If you put in too much information not match is found.

The search functions have improved.

Occasionally, the time lapse is too much or the computer locks up and I have to reboot.

Too slow in bringing up information

Gives you too many names when you use soundex search. CHRIS Search screen needs to have the option of putting in a county if desired.

At the beginning of the month it seems like it takes longer.

When searching for a case it does not have enough information to find out the location of the client.

Occasionally, the time lapse is too much or the computer locks up and I have to reboot.

I use this function a lot!! and liked it better early on; not sure when it changed, but now it is not alphabetical, and it is VERY slow

The process is extremely slow

needs cross referencing

Takes so long to get service logs completed – esp for case plan. ___ to close out individually – when case closed appears that CHRIS should automatically close this information.

It is not thoroughly searching when you enter a name.

This function is very slow and you are at a lost until it comes up again.

I did not rate it but it is not always true or at least it has happened that all the information that I knew was in the files did not show. Like past complaints, I am not talk about old ones prior to CHRIS

Is not always accurate, must research several times.

8. There are a number of forms that are populated from screens in CHRIS such as the case plan, the referral snapshot and the permanency planning court report. How would you rate this function in CHRIS?

If you rated this function with a 2 or 1, can you provide comments describing your dissatisfaction?

It doesn't carry over clean information and is very confusing when it is printed out.

Case Plan function is a disaster. If you do a good & credible case plan it can take upwards of 3 to 5 hours depending on numbers of individuals in the family. Does not address what THE AGENCY will do for the family in the way of services. Too cumbersome and too long. Same for court reports. Court reports do not allow enough recommendation selections. Both should be modified and simplified to be a TOOL that serves the clients and the court - not just the law suit.

There are many forms that should be populated by other screens that are still not done. This in very annoying. Also there should be some way when a case comes in on a family and there have been prior cases on that family that the information if cross populated and new client numbers are not assigned. The other problem is the relation screens in individual cases should cross populate so that a person only has to do one screen and the others will follow suit.

This function has improved a lot since earlier days. The population of the court reports, in particular, is really excellent.

I would like to see the visitation schedule added to the CHRIS case plan.

Address, phone #, should populate for all family checked in the home.

Pretty good but I do not like the affidavit

The Word version is different from CHRIS. CHRIS doesn't have the visitation schedule, word show old info and dates.

Case plan has too much useless information.

Needs refining and speeded up.

YOU CAN NOT ADD ANYTHING OR CHANGE ANYTHING IN THE PERMANENCY PLANNING COURT REPORT ONCE IT POPULATE TO WORD.

The permanency planning court report user must input information on each client, this is time consuming, when the same information is being used. The information will not populate and user can not make changes once the report has been sent to the supervisor.

It is fine as far as it goes, but there are more places that the same thing could be done.

I do not like having to go from CHRIS to word to complete these forms. There is more info. on a caseplan than what shows on CHRIS. Also info. from CHRIS is generated on to the form from other areas other than the three screens found under the caseplan tool button. It presents a problem if this info is not correct. The worker then has to go back to CHRIS and correct then reprint in word. This is time consuming.

I feel that the permanency planning court report should be combined with the permanency planning court report in Word. That way if you have to put in a lot of information you would be able to continue to type in Word!

I have spoken with Darcy reference this, but in the case plan the needs section would only print the first need instead of generating the whole list of needs. This seems to have improved the last time I completed a case plan. The permanency planning court report would not accept each child and the court numbers. When multiple children were in the case, a separate plan was not able to be completed on each child. Only one could be saved. Most times one was able to be completed on all of the children, but not saved. On occasion, I have not been able to complete one on each child. The children sometimes have different goals and it is difficult to show those when you are unable save this information on the permanency planning field in CHRIS. It was not able to be saved on WORD, if it was not requested for approval.

Sometimes the case plan will populate up things from old cases that are not relevant and completely unexpected.

Often times old information on a client that has been end dated in the case is populated and there is no way to stop this information from being populated and it is no longer needed.

I don't understand that when we take the time to put in information under "general information" and "demographics" that it does not generate to the "Report to P.A." screen. I find myself having to go though and add all of these in the Report to P.A. screen so that I can have it when I make out addresses for forms and envelopes.

The caseplans need to be separated by Foster Care and Protective Service. There is too much information boxes that does not apply on Foster Care caseplans.

I do not like the format of the case plan and there is often information that does not populate over.

Some of the information has been retyped – does not populate.

Especially on case plan too much does not populate when printing.

I am very dissatisfied with the Permanency plan court report. When you try to pull up the report onto Word, it automatically prints without allowing you to review it and make any needed changes. Also we cannot change the size of the font or anything (this is a concern in our county as our Judge does not want any reports in anything under size 12, and ours pulls up as size 10) Some of the information is incorrect and we cannot even get in and change it, and we have to had it in to the court where we are liable for everything that we say. This is a very big problem that needs to be looked into. The other thing is that I don't like how when you pull the case plan up it lists all the participants' relationships with each other. This really isn't necessary and takes up a lot of unneeded space on the plan. The family already knows how they are related and we should know or we can pull it up on CHRIS if we are unsure.

We are having problems getting a case plan open when needed. This has been reported for about 2 weeks and we have gotten no answer.

It works okay, but I consistently delete unused areas and have to renumber the Roman numerals on case plans and court reports. The Permanency Court Report needs to be a template rather than a direct output report.

There still are a few glitches in the system that keeps the information from populating over.

The courts in Pulaski don't like them very much.

There is outdated information put in my case plan that I have no clue how to eliminate before you get to the printing screen.

The permanency planning court report needs to go to Word before it prints so the worker can make any corrections or changes, if needed.

There have been times when incorrect information has populated.

9. There are a number of reports produced and available in CHRIS such as the Resource Report, the ALPHA list, Children Exiting Placement, Children in Placement and clients referred for Adoption. How would you rate this function in CHRIS?

If you rated this function with a 2 or 1, can you provide comments describing your dissatisfaction?

Just getting really familiar with these reports
They have the potential for being good but the data entry is not being done. It's a "Catch 22" , if it was easier to complete the screens they might get the info entered.
There are times when this information is incorrect.
Never knew about it.
There have been improvements in reports, and they are appreciated. We need an Independent Living report that shows the children age 16 and over with current assessment date with overdue assessment date and without an assessment. We need a complete Maltreatment Assessments monthly report that shows number
Of intakes received separated by DCFS and FPU, number completed during the month, number overdue. There are probably a few other needed statistical reports that could be recommended by staff.
Caseworkers fail to add all pertinent information such as client telephone number, addresses where client can be reached etc.
Not had-cancelled
I would like to see reports on weekly visits, caseload on Protective Services, and reports on each person's tickler (this may be there now and I haven't attempted to access).
I have had some trouble understanding the exit screen when a child returns home. I had a child in 72 hour hold who went home at court, the screen still shows 72 hour hold even though the placement screens were done.
too many different screens that should elicit a prompt for the worker to know that there are other screens to fill out before the placement, exit, etc can be finished.
The only report I have trouble with is CHRIS 6012. When you try to print out the CHRIS 6012 "Client Medial & Psychological Information" report, it does not print the medial visits dates in chronological order. It would be very helpful if it could be made to automatically revert to chronologial date order & that the CHRIS 6012 report would print out in that oder. It looks very disorganized, otherwise.
The placement plan is hard to get accepted once you've entered the data.

10. How would you rate the training sessions in learning to use CHRIS?

If you rated this function with a 2 or 1, can you provide comments describing your dissatisfaction?

I feel there there should be more time allowed for training. A couple of days are simply not enough for all of the material that has to be covered.
The training was rushed. There was not enough time to cover every screen enough to be comfortable with therm. I am still confused on some screens and their purpose.
The Academy had no training when I went. There is still a lot of screens I feel uneasy using or unsure of.
Need more training on how to use the special functions of CHRIS and how to use parts that say they are available but do not allow a person to use them ie: Search CPS case search.
it is easy in class with the trainer. When I get back to my desk, I forget quickly.
Video training does not work only one to one with your computer and the trainer.
Needs to be reoccurring and more in-depth.
We need much more time in training to learn CHRIS. Caseworkers need to concentrate on caseplans and investigators need to concentrate on investigations.
Trainees continue to need specialized training.
The information is good. The last training we did not get the handouts so it was hard to get.
Trainers go too fast.
You really need what they are doing now getting CHRIS as they are being trained. We have some old heads that aren't too good no matter how much training they receive.
My computer went down a lot.
No where near complete, just touched the surface.
I went to the conversion training. Workers who have gone to the new training have praised the learning.

The initial new worker training and midsout seems useless, workers are totally lost. No opinion of other trainings since I have not attended any, mostly you must work the system to learn it.

I have been employed since April 19, 1999, and I have not had CHRIS training except for workshops. The workshops were disorganized and the manuals are hard to follow.

There was no real hands on or any type of reference book that the user could use, example CHRIS for DUMMIES or so on.

It didn't integrate the parts into the whole..it was like the blind men and the elephant.

I went to the conversion training. Workers who have gone to the new training have praised the learning.

Always responsive to my needs.

Most trainings I have been to, they could have just given me the information and it would have been just as beneficial instead of sitting there reading to me.

We need much more time in training to learn CHRIS. Case workers need to concentrate on caseplans and investigators need to concentrate on investigations.

refresher courses in the county offices after changes/how things interrelate

Never used them.

CHRIS training needs to be tied to COR so folks will know and understand exactly what it takes to please the computer

Hands-on training needs to occur whenever there are major changes/roll-out to CHRIS

never been scheduled

More training needed

The session basically explain the screens that are use in CHRIS, this information is self-explanatory.

I did not any formal training in using CHRIS.

When I was hired, the CHRIS training was repeatedly cancelled. I did not have training. I was already in the field doing casework. I had to ask questions at the office and learn on my own. I felt like going back to training after the fact would not be beneficial.

We really didn't have enough training on CHRIS from the beginning. What I know about CHRIS, I had to learn as I go.

I feel I could greatly benefit from further training. I have trained those in my office, but I could still use more detailed training on the new applications.

The initial new worker training and MIDSOUTH seems useless, workers are totally lost. No opinion of other trainings since I have not attended any, mostly you must work the sytem to learn it.

The training did not dress all areas of the CHRIS system and the most important elements of the COR report.

I am a "hands on" person and learn better by – not enough actual case/screens training.

Have not attended or attended enough to rate overall

When you do attend they are excellent. But, it is very difficult to allot time to attend these sessions. And, the sessions are far between one another.

I think that the only way to really use this rather complicated, non user friendly system is by doing it and becoming more computer literate as you do so.

The instructors sometimes are not very clear on the different screens in CHRIS that will help the individual person have higher COR ratings for CHRIS compliance.

Training is too short to cover all areas.

I have not been to training.

12.   How would you rate the CHRIS Help Desk to assist you with CHRIS problems?

If you rated this function with a 2 or 1, can you provide comments describing your dissatisfaction?

There have been times when the Help Desk doesn't know what to do.

I have never called the Chris help desk except to try to get into the system. This took about a month so I never called them for anything else.

Still having some problems with ORA errors and getting kicked out of CHRIS instead of being able to work and get my cases completed on time.

The Help Desk is always courteous and helpful with problems.

It takes too long to get an answer when you have a question.

Need to be able to call them, they say they aren't available for Help anymore

It was better when you get to talk to someone right away. Now you wait days to get an answer.

Liked the first one. With the new system, it may take days before someone to return call.

Some are more helpful than others as well as know more.

Better than when I started.

They do the best they can. They always respond when I call. They may not give me the answers I want, but they are pleasant and try to help me through any problems I experience.

Takes a long time to get a satisfactory answer.

When you finally get them, they are as helpful as they can be.

They are great at following up on problems, but the new system where you to call and leave a message, etc. is horrible--often you need to speak to the person helping you to better explain the problem and have a person to talk to instead of an e mail to read in response.

They were more helpful when you could call and talk to them directly, instead of now having to fill out a form, and go through an answering service.   I am still waiting for help on a problem that is resulting in an overdue assessment and it has been about 2 weeks now.

ususaly cannot get anyone with an answer when I call.

They usually help me fairly well, but sometimes it takes severals day and me calling back to get the necessary correction done or help needed.

I am assuming that the reference to the help desk is the support system in which we phone if there are problems. If this is indeed what is being referenced, I have a problem with it. One, the reponse time is far too slow. Two, once one gets through, it is far too long until the problem is solved. I do not claim to have any knowledge about the technical aspects of the CHRIS sytem, however, I was under the impression that the individuals with whom we speak, do. But I have had countless experiences where they had to tell me they had to speak to someone else, or that they would have to get back with me. No offense, but with the case load I am carrying, with the pressures of court deadlines, and the need of meeting policy deadline, I do not have time to wait two or three days until the problem is solved.

sometimes they do not really know how to help but will get back with help eventually

I sent in a request to add therapeutic foster care as a service and never heard anything back in regards to whether they could do this or not

I have called the CHRIS help desk several times. They do not return my call until several days later.

They are ALL soooo helpful and very timely with the help!!!

usually told they cant help me

can't seem to help in clearing an assessment that is three months overdue, because of the Health and safety report.

The procedure of giving tickets numbers to worker is the most ridiculous thing that I have heard. Did anybody think that when a worker calls the help desk they need help at that moment. I'm quite sure that whomever, thought of this idea must have known that workers spend 60-70% of their time in the field.

The help desk was fine when we could talk to soneone before you heard from CHRIS help desk. We need answers right then and not two days later because our work had to be on.

Often times the CHRIS help desk is unaware of the problem just as the field worker.

It takes forever to get through the lines, and then they take their time returning calls to assist you.

It depends on who you get.

Very fine - patient

Have not used them much, but it seems I can't get through or if I do, get it fixed timely.

I don't like having to send a memo and wait a long time for a database change.

Sometimes it is very hard to get someone to help; they have been rude at times.

Most of the time you call in the auto voice states the CHRIS help desk closed and ask you to call back during business hours, even though you're calling during business hours

It would be nice to talk to someone the 1st time instead of being called back.

16.   In your opinion, what works well in CHRIS?

The final investigation report or PA report is excellent product. There are times when the computer is slow and then the system is cumbersome, but the overall final report is a wonderful product for me. The problems with CHRIS are that it is so time consuming and we have been operating under the constraints of not enough time to do the work AND enter it into the system. It think it is an administrative problem, however, and nothing you could change.

Basically everything.

Basically I haven't had any problems with CHRIS.

Casework screens.

The search history
Case Management Function
The resource report area.
The overall system is working very well. The amount of time I spend with data input has decreased (writing data on paper). The last enhancements were very helpful. It really helped with input of repetitive information

I have nothing to compare CHRIS to since I am a new employee. I use the screens to document visits and stuff but this is still confusing.

Placement Screen

The narrative section is excellent.

CHRIS cuts way down on paperwork.

Most investigation screens; service and contact screens and court screens (not court report).

Generally Chris works very well, it's just frustrating when you need information and have a limited time to get the information and Chris is down.
It is faster and easier than paperwork.
Some information is available immediately. The amount depends on the worker.
The new roll-overs are great, in the removal/placement sections.
The inputting of information when not getting kicked out of HRIS.
Court reports and case plans (in CHRIS) work well, and so do the screens which document contacts with clients.
The search functions work reasonably well, and it is easy to locate cases which are already in the database. The Health and Safety Checklist is very useful and efficient.
everything works well
When CHRIS is operational things go good but when there are gliches we are dinged.
Sorting different screens in CHRIS
listing clients names.
To read narrative is very easy so that you can follow what your Workers are doing.
It's not that CHRIS doesn't work well, it's the fact that I don't know how to access a lot of what I need.
Number of screens for investigations is manageable.
Court report narrating; case plan writing, home visit narratives.
Better record keeping, especially the tickler list.
Resource reports, Investigation screens
Reports that need to be populated.
Functions
Services
Quick retrieval of general information, placement records better.
Most of it, I like the narrative and visitation. I feel that helps a lot.
Case Management
All providers, like day care should be through CHRIS. Too many providers are not in CHRIS. It is only as good as the info there. We need assistance getting the info into as too much time is spent on the input.
I think most of CHRIS works well.
The assessment screens are the most user friendly; the other screens are just not but this is getting better now that we are really getting proficient with the system.
Personnel, on-call, investigations, all phases mostly in investigations, I especially love the printouts. The report section is good. I believe there should be one long ongoing report that ll of the child's touching from the beginning to the end should be so simple to follow, but there is so much that have you to do, it is so bad that the supervisors have to really be on top of this and then they may miss something. It should help, not cause people to want to quit.
For the most part, it is good, but I need a number to number to check a case. I do not like that.
The document tracking is very helpful. Especially if you just took over a case. The past caseworker has documented when and what documents has been done.
I like that you ca go to one screen and see all placements and dates, also begin able to go back to old investigations to gain background with cases.

Overall, I think that the CHRIS system is a good system. The court reports work fairly well. The services and contact screens work fairly well too. There are plenty of things that work great, and I am very happy that the system has been moving a lot faster.

The ability to document and have access to records on the system is much better than having to write in files.
It provides information all over Arkansas to workers in other counties if a client moves.
CHRIS helps high management track our work but does not make our work any easier.
The idea that not as much paper is required.
Most all of the screens work well in CHRIS, but populating the information is very slow.
Very little
Documenting visits, court screens – it all works well we just don't like the way the COR report reflects as I think not everyone can pinpoint where all the screens they are pulling info from are. We want on screen for each questions and the staffing area bother's us most. There should be staffing button!!!!!
I like the reports that are generated by CHRIS.
The part I have to work with is the contact screen and service log.
CHRIS is now populating the needs of each child, which is a plus.
Once the fields are known, the system works better. The permanency planning court report was very helpful because it would automatically generate information client specific. The only problem I had was that I was uable to save the specific information for each child.
Contacts
documenting visits, court screens--it all works well we just dont like the way the cor report reflects as I think not everyone can pinpoint where all the screens they are pulling info from are . We want one screen for each question and the staffing area bother us most. There should be staffing button!!!!!!!!
carry stuff over from one area to next, like placements.
Central Registry uses the search functions and they are working much better than when the program began. Central Registry is satisfied with the Chris functions we use.
Most of the functions seem to work fine but in the caseplan, the court dates that cannot be changed or removed are a definite problem. You cannot generate a caseplan without getting rid of them and you get behind in your caseplans. At that point, you get in trouble for something that is not your fault. It is not appreciated.
The ability to have contact with information in other counties that deals with your case when you share cases with counties.
I like the way most of the information populates from one field to another. I enjoy being able to make ticklers for myself in order to remind me when things are due.
Identifying families and casemanagers is realy quicker.
I am pleased with the chris system.
Most health screens, contact screen, removal screen
I love being able to pull up cases immediately.
the court reports
Entering contacts
Court report
I like the court report and contact screens. It makes it pretty quick to put things together and helps you from forgetting to add information.
I love the CHRIS system. I love being able to access information easily and keep track of my visits and ticklers, etc.
Having lots of information (if it is entered) about a family and the services, etc. provided in the past.
Entering information.
Client information.
I do love the ease of going into a worker's case and being able to tell what has been done and what needs to be done without going looking for a hard file! Love the access to client's addresses and phone numbers, etc. It actually would be a good system if worker's had caseloads of 12-15 cases so they had time to keep info in CHRIS up to date.
No, it is more work on the staff they now have to go into the field to do the work and and com back to the office and do the clerical imput. DCFS workers need a way to be able to tape documentation and have clerical transcribe into the system.
Being able to access information about foster children from anywhere in the state who have come into the area and more easily determine the medical problems/needs.
Having so much information available to you without pulling the case file.
ALL THE AREAS OF CHRIS THAT I WORK IN WORK WELL. I AM SATISFIED WITH CHRIS SO FAR.

Finding resource information

Good tracking of cases -- also helps reduce many user errors.

CHRIS gives easy access to information about a case when children and families move from county to county.

I like most of the investigation screens, they seem to flow well. I also like the CHRIS calendar that shows what is coming up due.

court report narrating, case plan writing, home visit narratives

It makes organization tolerable, the thought of having to do this all on paper is frightening.

Everything has been working relatively well.

ability to document and have access to records on the system is much better than having to write in files

Basically all areas

The populated screens do pretty good.

Having access across the state.

CHRIS is what you make it. The more information placed into the various screens, the more helpful it is for others. However, it is good that there is some paper backing it up.

Being able to read secondary workers contact screens. Also just keeping up with all information in one place.

Compiling reports

Contact Screens, Court Reports are excellent

narratives, caseplans, court reports, search,

Not quit sure at this time

not much

The Risk Assessment

Access is easier to other cases and makes transfering cases to other counties much easier.

Statewide access is very helpful and works great

better record keeping, especially the tickler list.

Information screens, placement screens, contact screens

Less paper

court reports, other various reports

I LOVE CHRIS! Documentation of things is so mucher better. It makes transition from county to county and worker to worker so much easier.

Population of information. Placements for foster children.

The ability to document rapidly, and have less paper flow.

Only have to populate yellow fields

Easy access to teen's files and information

The service is faster, system doesn't close as often.

Contacts and visitation screens

services contacts screens are easy to utilize

I think the contacts/and services screens are good.

Everything I have tried seems to work well.

I like the ability to document contacts and have that easily acessed for use later.

I can look in my contact screen and see what happened at each contact made. This is helpful if I did not make the contact.

Investigation paperwork

Contact/visit screens

I am very impressed and satisfied with the CHRIS program, I worked here before we had CHRIS and it has made the job much more efficient and easier. I think the help desk is outstanding, they are always very informative and happy to help. The information base in CHRIS is endless and has improved the quality of the work we do. I think you all have done an outstanding job and are always looking for was to improve the program, for this, I say thank you very much and keep up the great work.

Overall, CHRIS is a good system and I like it.

I like the idea of information populating over to other clients in a family and not having to type in the same things over and over for each individual.

Caseplans, court reports, investigations

The populated screens do pretty well.

The ticklers and the overdues.

Documentation

Well, WHEN CHRIS IS REALLY WORKING HERE IN VAN BUREN COUNTY, it all works well.

I feel it does if the person understanding how to use CHRIS and then gets experience with using CHRIS behind them – then I feel it is a GREAT tool for monitoring a persons work. Also if documentation is lost. Case plans, investigation screens – I wish we could access information from before, but I understand the problem in that. One can get an overview look at cases and referrals through CHRIS – saves time in the long run.

Services

The ability to cross into Word.

Search feature helps find previous DCFS involvement

Most operations work well.

Medical screen for meds.

Contacts

Resource and client information.

Case plans - narratives

I like the access to files/cases – this is so much easier.

Functions that prompt you to the next step

The whole system works well. Some functions could be "cleaner" or more expeditious, but on the whole, CHRIS is a wonderful thing!

Mostly every function, except Merge.

Keeping track of investigative and other services provided, when keyed into system properly and timely.

Services

Able to access the whole state, and the SEARCH

Everyone having access to the information.

Being able to pull up any information if it is in there.

Usually, the contact screen works well and makes it easy to document any contacts a worker has with the family.

The information that is transferred between screens works really well. It keeps you from having to repeat a lot of information.

I really appreciate the latest addition of the CHRIS calendar.

Being able to access information in other counties and makes our information accessible to the other counties as well.

Getting information about the investigations.

I am pleased with the changes made in the investigation screens as far as notifying about upcoming overdues; I am also pleased with the changes in the placement screen. I especially like the change when you move a child, you can enter the new placement info and you get the message about updating the placement plan.

Pretty much everything except what I feel need to be the next enhancement, which I explain in question 17.

Receiving reports.

Can get it to shut down not always open.

Having a permanent record of what's done so far.

Keeping track of visits and contacts.

Narrative.

Chris system is running smoothly.

Most everything, I really like CHRIS! !

Basic functions.

Ability to access foster care cases statewide.

I think everything works pretty well. I really like the new calendar report.

The ability to access other workers screens.

The entire system is a great concept and can work to the advantage of the worker, but sometimes the time frames given can conflict from other barriers.

Documentation

I like being able to access reports that happened in other counties or look at an investigation that is in another county. I like the general idea of CHRIS, but there is a lot that I would like to see changed.

I really think the contact screen. It lets you know all the contacts that have been made with that family and who made the contacts.

Entering information.

Everything that I have done in CHRIS seems to work well.

Doc. tracking, reports, on-call, search, placements, services, investigations, resources,

Resources work well

The overall system is working very well. The amount of time I spend with data input has decreased (writing data on paper). The last enhancements were very helpful. It really helped with input of repetitive information.
the contact screen.
ALL..I THINK IN THE NARRATIVR ON SELECTION SHOULD INCLUDE TRANSPORTATIO TO COUNSELING AND PARENTING CLASSES
basically, I haven't had any problems out of Chris
Contacts & visitations.
Documentation and retriving information.
Case documentation is fine.
Client Information

17. If there were one thing that you would want CHRIS to do, what would it be?

Any duplication ought to go. Same time whenever possible.
Cutdown on the number of screens, I know this is wishful thinking.
Populate more fields from one.
Check out the dates that it's giving you ticklers to and decide what date it want's you to do the work you have already done the work. If you do the work the week of the day it's asking for it doesn't credit you with what you have already done.
When doing a UFNA (Needs Assessment) on relations that they populate the other people in the case.
When you sign on the day after court automatically pull up the court hearing screen.
TRANSPORTATION TO COUNSELING
In document tracking put a place for E-Mail .
To have more speed and not be so slow.
For CHRIS to automatically pop the necessary sceens up in order as you fill one out. (i.e., when opening a case there are certain screens that need to be filled out; if CHRIS put automatically pulled up the next screen for a worker they wouldn't forget to fill something out.)
Be more user friendly. You have to cancell out of scrteens and go back to them to get them to work.
Have certain steps in sequential order instead of having to know the order to do entries.
Whenever there are demographic changes in a family, some one moves in or moves out, loses or gets another job, moves to another home, etc. it would be very helpful if there was ONE screen called demo/changes that you could record the changes ONE time and it would populate to the other screens.
If the worker did not have to go into two or three different screens (like doc.trkg. & contact & many court screens) to record the same information, it would save a lot of stress and a lot of time.
Create a screen for staffings only. Like the visitation log.
Adoption Matching Data Screen
If all reports (Court Rep., Case Plan, etc.) were SIMPLIFIED to serve the people they were intended to serve and address more basic issues (Maslow's heirarchy of needs), they would, a) be easier and make more sense & take less time to create and b) make more sense to the client and be eisier to diseminate and understand.
Speed up the function time.
I personally would want it to produce the montly reports that we are producing manually
If something is entered one time, let that be it! For instance, if Jarod is the bio son of Jerome, Chris should be able to figure out that Jerome is the bio dad of Jerod. (relations screen). Things mailed also have to be documented in Doc tracking, and in contacts. That makes it three times as difficult as just mailing it would have been. Maybe a staffing notice check box with date which would populate both places would be nice?
Cross Populate in the areras where it is the same information and not have to go to multiple screens to enter the same information over and over. I know it said one but if CHRIS could be made to not miscommunicate and keep from kicking us off all the time that would be great.
I want it to make my work easier, instead of hindering me as it so often seems to do.
Make things more simple
Print outs of monthly foster care and PS Cases the same as the referral logs.
To be able to print the entire Referral screen.
be more simple in reviewing a case.
Make it easier to pull up a case from investigations.
I would like for CHRIS to generate a report showing contacts/addresses on a monthly basis to help with filling out TR1's

Be more user friendly.

Work faster

I would like to be able to printout reports, without being kicked out of CHRIS each time I do this, some reports will print and others will not.

Some screens to carry over so that the same basic family information does not have to be entered again.

Faster.

If the information in CHRIS is documented, then COR compliance should be higher. I feel that the information about the different mandatory fields are not getting to the other workers therefore, cause the COR compliance to be below average

Pull up history – all referrals, allegations, determinations, overdues on one screen for a client.

Provide the capability to print individual medical screens without having to print the whole report.

Work all the time

Be operational.

Do a more thorough job with search

To be able to talk to CHRIS and it automatically types whatever you say.

Have accurate ticklers.

Search for like names/hit button pop need information SS# etc.

Less data entry would be nice

Populate over to all screens on basic information.

To be faster.

Be more accurate on COR results.

Keep tally of day care providers, authorizations and deobligations. Produce reports and referrals to providers directly.

On the contact screen, instead of having to go all the way back to the same workers workload to access the next family in checking narrative, there needs to be a way that it is not so time consuming.

I wish that I could look at a worker's workload, show a case in a workers workload, review it and return back to the workload list. Maybe it's just me, but once I review a case, I have to go back, scroll down to my unit, scroll to the worker again, and then show the workload again. This would make it much easier to review cases. I have found it easier just to pull up workload, hit a case and type in the case number – just an idea, if this can already be done and I don't know it, please let me know (smile)

I like the concept and for the most part it works well. I just dislike it when it is down and you need information added that you cannot always do it then. It is working betting and I do believe that in time the bugs will be worked out. I do like CHRIS.

Show the purpose of Contact on the Contact Summary screen.

Populate every screen that needs names from the very beginning.

To populate the relationship screen on each person listed so that we do not have to do each one individually.

Don't make anymore "advances".

Create a calendar for supervisors that gave two weeks notice when something was coming due on any case in the county and to automatically pop up as soon as I signed on in the morning.

The one thing I would like changed is on the general characteristics screen in the investigations part. When you are clicking on the relationships, if the child lives with both parents, you have to pick either the mother or the father. There is not a listing for both parents.

Work faster – it works so slow sometimes.

Allow me to save case plans regardless of when the next court hearing is. I want it to stop telling me that we have to review the caseplan before the next court hearing when it is not scheduled like that.

Print a case snapshot that would give case name, address, phone number and family members and ages. This would be a fact sheet to take on the first visit and could be used as a hard case file.

Ability to "toggle" within contact screens, not having to cancel and reenter each contact when conducting case reviews.

Have a way of accessing workload without so many screens to go through

Always populate repetitive information in every place after added once. Ex. attorney names & addresses, case plan info, status screens.

More to populate

Reduce paperwork

Accompany FSW through the day.

Be more efficient

More screens go to other screens & less repetitive input in the system.

Populate relation's screen, and same addresses, same phone, health and safety check list and risk assessment for multiple clients.

1) Under the finance screen-click on debts. There needs to be an address & phone # to the company the client has a debt with. 2) Plus, under the medical screen, in medical visit, there needs to be a box for the ER. And how often it's being used.

Move a little faster.

For it to tell the worker what screen needs to be completed before moving on to the next.

In the beginning CHRIS was to make work more simplified. IT is a good system, but there needs to be a way to go in once the information is initially entered to generate to other screens requiring the same information. This way the same information does not have to be reentered many times.

Find a way to combine the work instead of putting it in more than once.

Repetitive

Don't have to click to other screens on same client.

More population on court screens. Seems we repeat ourselves putting the attorney names.

One staffing button and that would be the only reflection of staffing on COR report.

Carry stuff over from one area to the next, like placements.

List the Medical Visits in chronological date order automatically upon entry into CHRIS.

The contact screen of family members seen.

I would like for CHRIS to be able to automatically note the location of saved documents that were completed in Word. I thought the file cabinet was going to make the document tracking of these reports obsolete because they would automatically be placed in the case file under the various subfile names.

Ticklers to assist with COR elements

to make the steps logical

One staffing button and that would be the only reflection of staffing on cor report.

It is functioning fine for the purposes for which we use it.

Just keep improving , good job so far.

The tickler part is a joke. It needs a lot of work.

When identifying the referrals that are coming due, id the last assigned FSW.

it takes a long time to print off investigative close snapshots and to complete merge

Show child's last name if different from casehead's when looking under caseload, in case you don't know the parent's last name. You would not have to go through the search process. Or at least be able to click show when you have found it on the search screen, instead of having to leave the search screen and go back to workload.

Notify supervisor that a child has had three of more placements in a month, and needs a staffing.

to populate more information

Selection of adoptive families matching characteristics of a child free for adoption

Have more phone lines to be available for help

I wish the tickler system were more reliable. I won't even complain about the ticklers that pop up when they shouldn't, but I keep trach of my visits by my upcoming ticklers. They have failed to show a visit before and I have been out of compliance as a result. I know we should always double check these things, but in a hectic week, it would just be so much simpler if CHRIS would do ti for us.

The case plan and treatment plan makes it user friendly

It would help if the identifying information would populate to the other fields and not have to be entered several times for the same person.

To be able to scan documents (like court orders, medical passports, etc) and have it automatically populate into the appropriate fields.

Make it easier to pull up a case from investigations.

ONE THING I WOULD CHANGE WOULD BE CHRIS HAVING A PLACE TO DO THE VISITATION SCHEDULE SO IT WOULD POPULATE INTO WORD.

When the report to prosecutor is pulled up it pulls it up from the bottom and you have to scroll to the top. It would be much better for it to start at the top

Be able to scroll from page to pace especially in contact.

Provide the capability to print individual medical screens, such as the immunizations, without having to print a whole report.

Make the case plan easier and more customer friendly.

ALLOW ME TO GO TO THE NEXT CLIENT ON MY WORKLOAD WITHOUT HAVING TO GO BACK TO MY W ORKLOAD EACH TIME I NEED TO SELECT ANOTHER CLIENT, GIVE ME A WARNING WHEN SOMETHING IS ABOUT TO BE OVERDUE, GIVE ME MORE TIME BEFORE THE SYSTEM KICKS ME OUT FOR NOT UPDATING.

I included information on the reports section above.

Be more "understanding"; that is, not count errors when the only "problem" is placing information in wrong screen.Maybe understand the "relatedness" of the screens and what is in ONE may take care of what is required in another.

I would like information put in on one screen to automatically populate othe screens (I know a few do).

Get the Health and Safety Screens to work, we have a lot of problems with them, when and investigation turns into a case, this seems to mess up both the investigation and the case. This happens quite frequently.

be more user friendly

Redundancy, there are fields and information which should be carried out throughout a file so that the worker does not have to repeatedly fill in the same information.

have a way of accessing workload with out so many screens to go thorugh

Clarify the pull of the location of info for the COR.

More population on the court screens. Seems we repeat ourselves putting the attorney names.

Try to make it process faster

I guess it is not so much with CHRIS as it is the various workers. Let's just say that brevity has its place.

Allow you to click on all clients when you input the same information on each one such as address, phone etc.

The ability to transfer information into places where redundances occur.

Speed up!

Populate a Child's Health Plan (CFS-368) from information entered in the Medical Screens.

I would like to have a screen that tells you when all staffings were held. It is hard to look in the contact screens to find staffings.

Make weekly visits with the clients

The defaulting back into supervisors box and into worker's caseload when doing reviews

Print screens without toggeling

Change the repetitive screens.

Duplication of information on different screens. You should be able to pull that information to all needed screens without having to input it over and over.

The assessment/investigative supervisor should be able to change the A/N screen because many many many times the hot line miskey's this screen. Not being able to change what is keyed in this screen by the hot line means incorrect information is being left in the system upon completion of the investigation. We are able to add to the A/N screen which is what we do to key correctly but the incorrect keying stays there too.

Link relations information once you put it in for one person within the family.

I would like to be able to printout reports, without being kicked out of CHRIS each time I do this, some reports will print, and others will not.

List of staffings that have been held

To scan in material

Take voice dictation, generate information to other screens, make coffee

I would like to see the Foster Parent Cases be on Chris (the Monthly homevisits, re-eval, training etc.)

To capture information from the contact or visit screens instead of having to pull it from other sources for it to count as a visit.

I would like to see Chris be able to roll over the relations screen information instead of going client by client re-entering the same data.

Get faster. Screens are so slow!

be useful to the ILP coordinators by documenting the services we provide.

Pick list needs to have an SSAII description.

To populate information to all other screen when other screens call for repetative information.

automatically jump to the next screen that needed to be filled out when you added on, or at least let you know what else needed to be done.

I feel like the ticklers are confusing. A lot of times, when I have completed a task that is on my tickler list, it won't come off.

I'm not sure, it does quite a bit already.

Populate all like entries.

I would like to be able to look in CHRIS and see my whole caseplan as it is when presented to the client.

When you use the help button; it needs to be more detailed about the problem you are asking help for. The Contact/Visit screen needs to be separate as to where you can either print out contacts or just the visits.

A more detailed tickler system, so that you could access more things to use the system for.

Have more screens that will populate over into other screens as we key in information. I would like for CHRIS to make it possible for the PA report to show the supervisor approval before the case is closed. We have to go into search to pull the case back up after it is closed in order to get a copy of the PA report with the supervisor approval on it.

Generate the information on to other areas where you repeat the same information over and over.

I think training in exactly where the COR is being pulled and certain exceptions with cases. Such as ICPC and home visits. We know the general places were CHRIS is puled but we are still confused on why for instance home visits score low when the documentation is in CHRIS.

To run faster – switch between screens a lot more faster.

Placement screens

Put the reporter info from the referral screen to the collateral screen as it does for the clients.

Stay

Add a date box on the resource contact screen for foster home visits.

Roll over SSN# & DOB in all screens.

Make our home visits. Seriously, I wish the Training section and the Resource section were completed up to speed. Eliminate need for paper trail.

Not to be so slow

Carry over information from one part of the system to another when it is ask for in several places.

Only have to put in information once.

Print out monthly reports on case lists.

Keep everything that had a total so anyone in Little Rock could just pull it up. From foster children by county to a total. Anything that has to do with money we spend should be in our program, is it CHRIS or something else. We should be able to go into a picklist and get to any part of the child's information. Hospital's do it. Why can't we?

I would like to be able to go to the contacts screen and pull up a contact and maybe have a "forward" and "backward" button to scroll through the contacts rather than having to go back out and pull up the contacts list again and choose another.

For the fields to complete themselves without having to do a log of work and for merges to be easier than what they are now.

Instructions for entering court information, status, and caseplans.

If you put something in one place, it could go everywhere.

Worker would have to put in a certain code in order to access information, because right now, anyone from DHS could access your information and could easily delete information whether it is accidental or intentionally. That is my biggest concern with Chris.

Put more mandatory forms in CHRIS, so we wuld have to access WORD (if this is possible)

Not have so many repetitive screens that require the same information.

I wish the screens were all on one, so that you didn't have to change the screens every time, and I wish that the population idea really worked.

Populating information to other screens so the worker will not have to put in the same information over and over again.

Take out worker having to duplicate info-populate more i.e. a family visit in contact and under visits.

Eliminate unnecessary things.

The tickler list – some ticklers that generate are not accurate.

18. Is there anything else you would like to add?

I have been dissatisfied with the tickler list because things that have been completed and documented in CHRIS are still showing overdue.

I know I am a new employee and there is very much information to take in but I have to say at times CHRIS makes it more confusing not easier.

I believe Chris could be made to be more user friendly.

Just that we need to be able to keep on the system and not be kicked off every time we try to add or change from one screen to the other. When this happens it is almost impossible to get back on the system again.

To be able to print screens in CHRIS without going to Word.

CHRIS is down or broken, CHRIS is the lifeline of this job, there is not time for down time.

Overall I think the system a good system once all the functions are put into place.

It seems like the CHRIS staff is consistently making changes to make CHRIS better. They are doing a great job, and we really appreciate all of their hard work!

Make the CFS-456 a mandatory form in CHRIS.

I would like training in where things need to be documented i.e. staffings need to be documented in doc tracking and narrative. What path does information need to follow? We need to know when information needs to be documented in more than one place.

I would like to see case plans that could be automatically generated. I guess what I am trying to say is I wish we could have a case plan already made for sexual abuse cases, physical abuse cases, neglect, etc. Because it would enable us as caseworkers to be effective with clients if that is already done because we could spend more time with family instead of being at the computer. Also, have staffing notice generates it would help us keep things in compliance.

I really don't find the CHRIS "Help" for each field to be of much use. There is not enough instructive information contained in HELP. I know this would be a big undertaking, because there are so many fields, but there needs to be an effort to improve Help.

I like CHRIS or the idea of a program that covers what we do. I could be made simple, like the case plan could have several pages and a lot to choose from and the concurrent plan right along with it with just a few additions. Years ago California had a case plan that was used for all children with lots of choices and you just mark the things that allied to your child. I know with the knowledge we now have that this could be made simple

I think that as changes are made CHRIS will be a better system there is already less down time than there was in the beginning and this was a big problem at first. It sometimes has a tendency to lose information when there are updates and this can be a problem, because sometimes things tend to get scrambled up.

Better ease and less complications in printing information from some screens.

Let the MERGE function really work????? Also, what happen with the training records?????

Balloons to indicate next step.

Screens for ordered PS cases where we're only providing supportive services so we don't have to treat them as abuse/neglect case. Example, client, gene Info, relations, court, service, other reports.

To combine some of client screens like demographics

A appreciate the people at the CHRIS help desk – they always call back and never treat you as if you have inappropriate questions. Thank-you.

There are too many delays when asking for approvals, then you forget to go back and enter. I know supervisors are busy, there should be another way to get approvals.

For the system not to get bogged down.

I would like to see a continuing education offered on CHRIS.

Staff is to be commended regarding the work and accomplishments of Chris.

Overall, Chris makes things a lot easire to keep track ofthings but everytime we think we have it all figured out, something else is added which serves to confuse. Please simplify. Also, when the system goes down, you lose an awful lot of time. There is no other way to keep up with COR and it can cause real problems in the field. Also, having to put everything into document tracking that is in the hard file is highly time consuming when it is no more than a fax cover, etc. This was suppose to keep working on the paper files a much simpler matter. When you make many attempts to visit a family during a months time and still cannot find that family at home, the narrative section will cause it to appear that you did not even try to locate the family due to the choices currently in the system.

Change is inevitable and in the beginning I was leary about the system but determined to be an instrument of change. CHRIS is a much better tool than I thought possible.

If we could add a section on the narrative that we could put key words in if we wanted to for significant evernts. If I want to look back and find a significant event I have to look all through the narrative. When we documented on paper, we had the left column to write stuff in. EX: failed drug test,mom lost job. ETC>

Clearer directions on what must be completed to open a case or when a child moves into an adoptive placement. Please note that as an adoption specialist I do not use CHRIS as much as a regular worker and am still struggling to learn all of its features.

CHRIS is ok. CHRIS make our job easier by having a lot of information easy to access, and by making cases that move around a lot easy to transfer and keep up with, and with cases that involve multiple counties. However, it

can be frustrating in casework when you have to spend time trying to get CHRIS to understand different things that you do, why you did them, and getting waivers and having them changed often.

Use more drop-down list and scroll bar's that enable user to chose more that one option in the case plan and court reports, and some type of reference book for the worker in the field.

The enhancements have helped.

On the 6007 report that is used for the Medical Passport, the provider title or name of service would help..ie: MD, DDS, OD or physician, dentist, optometrist, etc.

I FEEL THAT THE SCREEN NEEDS SOME MORE WORK.

I like the system. As with anything 'new' it will have bugs. However, I see improvements happening quickly. I appreciate the quick response from the HELP team.

Getting more HISTORY in Chris on PAST childmaltreatment records for home studies

Run concurrently from the beginning of intake through out case closure w/o having to exit out the go to the next screen and so on.

I need the ability to input on CHRIS with out using the mouse---it takes time.

The CHIRS time line needs to be more flexible

where is nothing wrong with pick lists and assisting the worker with choice screens. But I have had numerous incidents in which there was nothing in the pick list or category box which appropriately fit and I ended up using, 'other.' Put back the worker's ability to create and express in their own words. Also, there are boxes which only allow, 'X' amount of information and there are times where this simply is not enough space and the worker ends up having to abbreviate or simply alleviate pertinent information.

add works like asked to the spell check

I like the CHRIS system pretty well.

I remember when we use to have to lug out hundreds of heavy files. this has assisted a great deal

There appears to be much asked for information that never is used/completed. I would like to know more of what info to enter into different boxes and how it relates to the specific client.

There are screens I do not use - not enough time and training. I generally enter data regualrly only on the most basic screens of contacts, case plans, and court reports. The staffing letters are cumbersome. It would be helpful if we could enter additional text, and not be so limited by the template. I also continue to feel that the case plan is redundant - and I have problems with information not populating correctly to the plan - especially from the assessment screen.

While the system has made documenting easier at times it has also made it necessary to duplicate information in the medical area since a required form CFS-368 is not populated by CHRIS. Also the CHA information has to be duplicated since the reports are not documented on CHRIS by UAMS as to content. It is also at times more difficult to locate a provider if you don't know exactly how they are listed in the data base. The changes in CHRIS have for the most part made it more user friendly.

All in all CHRIS is a pretty good system. There are just a few things that are irritating, i.e., ticklers for one and the service log, in my opinion.

I really enjoy my job but I think it would be a lot easier if they did not keep updating every other week.

It's getting better!

Less steps when completing screens; information to populate from one screen to others.

It would be nice if CHRIS would accept my name,

The last few improvements have been great.

I think CHRIS is becoming more and more friendly, but it will not solve the balance between time needed for work to be done in the field and the time needed to input and make use of the systems capacities.

Keep up the good work with the renancements

I feel that CHRIS has brought our agency along way in bringing our workload into compliance and having more detailed documentation of the services we are providing to our clients.

Get rid of the Health and Safety Screens. They are not useful and slow down the process. They don't apply to all cases.

The COR is a BIG problem it is pulling teens that are not ILP due to Adoption and this is being counted aginst the coordinator in the report , we can only serve teens with a goal of Long term foster care or a goal of Independance . We also need a way to document the Basic Life Skills provided to 14 and 15 year olds that are served by the coordinator.

many things in CHRIS are too difficult or hard to find, understand and when you get hits for it, it isn't fair. Chris really needs to be much more user friendly.

The recent improvements seem to be working well. This system is very useful to me as a Family Service Worker Trainee.

I think resource recommendation screens could be more concise. We recommend, ask for approval, list difficulty of care and have to recommend again. This is redundant info.

The CHRIS Support Center has always been a big help to us.

Keep up the great work, you are doing an excellent job. CHRIS has been an invaluable asset to this organization.

The CHRIS staff has done a great job. I know you are going to continue to make CHRIS work better and better. Thank God for CHRIS!!!!!

I like the CHRIS system pretty well.

I like the system. As with anything new, it will have bugs. However, I see improvements happening quickly. I appreciate the quick response from the HELP team.

CHRIS causes extra time in office – CHRIS is very slow and frustrating.

CHRIS takes longer to do casework than if we were still using "paper files." Very inefficient system.

1. Add checklist to resource – contract screen to contact type ex. Monthly visit for fosters home. Who is the contact person – foster parent or the person making the home visit? Make space added for comment

That there is a statewide training by Freda Phillips if we are too ever to hope to come in compliance w/Angela R.

1) On-call screen needs a place to add the supervisor on call for several weeks just like the worker information. The bottom box must be changed weekly. 2) Worker able to send closure on referral at the same time as the request for P.A's case connects.

1.Produce a monthly report from info added. 2. Redo case plan so to not duplicate so many things and waste trees. 3. Lesson on what is needed to make a placement and get providers paid. 4. Produce a TR-1 with documentation already added.

Add the ability to spell check in the system.

It seems that the information does not populate enough, we spend too much time entering the same information in several different places.

Yes, they recently made some changes to the caseplan. When you pull it up it lists all the clients and their relationships to another on the caseplan. This is really unnecessary and confusing especially when it takes up 2 pages listing how everyone is related when there is a family of 6 or so. That is 36 lines of who is who!!. Another thing is that on the service screen under contacts they list every visit separately under each member of the family when the visit is on the same date. It is very redundant and difficult to find information that you are looking for because it takes up so much room and is confusing. I don't see how this addition or change could possibly make things more convenient as all you had to do before was click on the visit date and scroll down. It took about 3 seconds. Now we have to figure out what visit is wheat because of all the names. There are plenty of things that I like about CHRIS and I am sorry that this appears to all be negative, but I thought that it might help to consider some changes that would enhance the system.

All the enhancements really help the CHRIS application, its just the usually after an enhancement, there's always something that has been messed up and has to be re-fixed.

The medical screens stink. There needs to be a better system than we have. Sometimes it takes 2 or 3 screens for one operation. This system was supposed to reduce redundancy.

I really do like CHRIS and think it is a good system, just wish I had time to input all the info into it on all cases and referrals. It would be great to be able to access if from a laptop and input from the field.

It would be good for COR purposes, when an element is not correct, make it a tickler, that way it can be done. It should show the screen(s) where this element should be shown including which pathway to use.

A lot of the problems are really the person putting it in.

It would be nice if CHRIS would accept my name.

I hate the timer, it doesn't work. I get kicked out when I am working in a screen and the message box will flash bit it will not give me time to click continue.

The CHRIS timeline needs to be more flexible.

I do not like that they did away with coping case plans with the new release.

A feature so that when a like spelling of a name is found that all "close" spellings would be checked if these were who was being searched for

I appreciate everyone's hard work in trying to make it more user friendly. Also, trying to get things in that we have needed.

Training in the local office, fields to populate once the information has been added, less redundancy in the types of information that is required.

My training in CHRIS was approximately one year ago. I have not had to use Chris until recently and everything I was taught had dissipated. I work in Central Registry on an intermediate basis and, I would like to learn more about this program in order to do the job I am assigned to do better. I am given training when I'm there, but, I think a more in-depth and detailed training would be to my advantage, as well as Central Registry.

The tickler lists do not work at all.

Keep up the good work!! The improvements we've already seen are wonderous feats of program magic!! We do appreciate all the time and patience it takes to do upgrades.

Although it is much better than it was a year ago and we are better at data entry than we use to be, the system still dictate to us how we collect information. It's an awful lot for workers with a full caseload to keep up.

Yes, list more choices under the "type of case" so that the next worker or a secondary worker can tell exactly what type of case it is.(i.e., a worker who has been in the county may know when it was a PS case & when it was a FC case; however, if a new worker comes along they can't tell if someone in the office doesn't know the history w/ out going through the entire case history.   It seems that there should be an easier way.

A lot of the screens look the same to me, if I could I would condense some of the forms that we must fill out.

change the tickler that have weekly visits not for the end of the week but from Monday to Friday not from Sunday to Saturday,

TEACHING PARENTING IN THE HOME

Chris tickler list to be on the screen very big on each case.

The provider/foster home match field highlighted in the enter/exit screen of the placement entry screen.

Placements are hard for workers to keep up with because they have to leave it and come back to it later.

Info on providers would be much easier to access if there were a standard way of if there were a standard way of listing across the state. Fixing the visitation info to print out with the case plan and for the visitation plan to accept keyed information.

CHRIS tickler list to be on the screen very big on each case.

I do not like the system when it shuts down where you're in the middle of the application.

Overall, CHRIS is very useful.

I am very new to my job (four months), so I may not be the bes judge. I like the system's product for investigations, but it is difficult to get it all in and do the work.